

SCHEDULE 1 - OUTPUT SPECIFICATION

1. INTRODUCTION AND GENERAL

1.1 General Scope

- 1.1.1 The contractor is required to provide the following services for Dover District Council (**DDC**) and The District Council of Folkestone and Hythe (**FHDC**):
- (a) Waste Collection and Recycling Services;
 - (b) Street Cleansing Services.
- 1.1.2 Arrangements for the transfer, haulage and disposal of all collected waste streams will be undertaken by Kent County Council (**KCC**), with the exception of the temporary transfer of street cleansing arisings from midday on Saturday to 7:00am Monday when KCC transfer facilities are not available. Contractors will have to provide for the storage of any collected waste streams until KCC facilities have reopened. KCC have advised that vehicle turnaround times are expected to be within [REDACTED] at all facilities.
- 1.1.3 DDC and FHDC first tendered a joint waste collection and cleansing service in 2011. They have worked and continue to work with other partners including KCC to deliver the most cost-efficient and effective collection services and provide high quality street cleansing.
- 1.1.4 The collection methodology adopted in 2011 was as follows:
- (a) Weekly Collection of food waste;
 - (b) Fortnightly collection of residual waste, (alternating with recycling collections);
 - (c) Fortnightly collection of dry recyclables (alternating with residual collections). Dry recycling to be collected as two streams:
 - (i) commingled paper and card;
 - (ii) commingled glass, cans and plastic;
 - (d) Fortnightly collection of charged garden waste.
- 1.1.5 The waste collection service is delivered to over [REDACTED] households across the two (2) areas. The change in service has seen recycling rates driven up from around [REDACTED] in DDC and [REDACTED] in FHDC to just under [REDACTED] in both districts in 2018/19.
- 1.1.6 The Waste stream tonnages collected in 2017/18 are detailed below:

Tonnages 2018/19			
Description	DDC	FHDC	Total
Total	35,919	37,298	73,217

- 1.1.7 The street cleansing service faces future increased pressures from housing, economic development and substantial tourist flows to and through the districts. High intensity tourist flows during spells of hot weather and busy high-speed roads present challenges to delivering cost effective cleansing services.

1.2 Statutory Requirements:

- 1.2.1 It is important that Contractors carry out the services in accordance with all statutory requirements on behalf of the Partner Authorities. Any penalties prescribed by law and any consequential costs resulting from the Contractor failing to carry out those statutory duties must be paid by the Contractor. Payments may be deducted from any monies due to the Contractor.
- 1.2.2 The Contractor will be expected to comply with all relevant legislation, guidance and good industry practice. The Contractors attention is drawn to the provisions of the Environmental Protection Act 1990; The Controlled Waste Regulations 2012; Public Health Act, The Clean Neighbourhood Act and Environment Act 2005, The Control of the Pollution Act, 1974; and the Health and Safety at Work Act, 1974 and all other acts and regulations that have relevance to this Contract. Contractors should also be aware of the 'Our Waste, Our Resources – A Strategy for England' published in December 2018 and ensure submissions are compliant with the commitments contained within it.
- 1.2.3 The Contractor shall comply with all relevant statutory requirements in respect of waste facilities and ensure the wellbeing and welfare of his employees on the Contract. The Contractor is to provide facilities which comply with necessary consents and do not give rise to any statutory nuisance. The facilities must, in the opinion of the Supervising Officer or his representatives as appropriate, be adequate for complying with this and relevant legislation particularly the Health and Safety at Work Act 1974. This shall include adequate first aid, cleaning and washing and mess facilities.
- 1.2.4 The Contractor is required to complete an Annual Review of the Contractors Health and Safety policies and plans in respect of the Contract Services and submit a report to the Supervising Officer. The report is to be submitted by 15 January in respect of the preceding Contract Years' performance. The report should include the following:
- (a) summary of RIDDOR and Non RIDDOR Reports;
 - (b) breakdown of incidents by severity;
 - (c) summary of Health and Safety training completed within the year and action plan for Health and Safety training in the coming year;

- (d) summary of method statements/risk assessments reviewed in the year and action plan for the coming year;

- (e) summary of Health and Safety Leading and Lagging Performance indicators including, (but not limited to):
 - (i) Total Days lost through injury/accident/ work related illness by work type;
 - (ii) number of incidents leading to injuries requiring more than five (5) working day absences by work type;
 - (iii) average number of days lost by job type;
 - (iv) number of training days per employee completed;
 - (v) percentage of staff are up to date with their DSE training and self-assessment;
 - (vi) percentage of high-risk user action reports are actioned by a DSE administrator and assessor within 4-weeks of the self-assessment date;
 - (vii) percentage of violent or aggressive situations experienced by staff are reported on an internal report form;
 - (viii) percentage of staff who submit an ill health report for Work Related Stress be allocated to a named member of staff to explore the root causes within two (2) weeks of being reported.

1.2.5 The Contractor throughout the year is required to:

- (a) provide a monthly Health and Safety report detailing:
 - (i) details of near misses, incidents and accidents resulting in injuries to staff or members of the public;
 - (ii) breakdown of days lost through illness and causes by job type;
 - (iii) details of training provided and numbers of attendees;
 - (iv) details of any violent or aggressive incidents experienced by staff;
- (b) maintain an up to date record of all Health and Safety training provided to employees and a record of which employees have completed the training;
- (c) comply with all statutory requirements in the recording of accidents, near misses, dangerous occurrences;
- (d) comply with all statutory requirements in the recording and reporting of RIDDOR accidents;
- (e) ensure that all staff as appropriate to current and future legislation are subject to the necessary DBS checks in advance of their deployment in relevant services.

1.3 Contract Monitoring and Supervision:

- 1.3.1 The Contractor shall ensure that a competent person, with good management and supervisory experience be responsible for the overall operation and performance of the Contract within the relevant areas covered by the Partnership Authorities. The person shall liaise with the Supervising Officer and his supervisory staff daily or as need arises for the efficient management of the service. The Contractor will inform the Supervising Officer of the name of this person and notify him in advance of when a change of personnel occurs (where appropriate). The Contractor shall arrange for a competent person to be in charge of the daily activities of his staff and vehicles.
- 1.3.2 The Contractor shall ensure all staff providing Contract Services:
- (a) act in accordance with the Contractors staff code of conduct;
 - (b) are qualified to a standard acceptable to the Supervising Officer for carrying out this work;
 - (c) are at all times properly and sufficiently trained, skilled and instructed with regard to the task or tasks that they have to perform;
 - (d) wear the appropriate uniform and PPE;
 - (e) do not bring the council into disrepute.
- 1.3.3 The Contractor shall monitor its performance in accordance with the contract documentation including the Contractors Quality Management Plan.
- 1.3.4 The Contractor must submit self-monitoring reports in real time daily to enable the Supervising Officer to monitor the performance of street cleansing services and the action being taken by the Contractor to maintain standards.
- 1.3.5 The Contractor must submit a weekly Performance Summary identifying:
- (a) incidents where standards have been identified as not acceptable and rectified within the Rectification Period;
 - (b) incidents where standards have been identified as not acceptable and rectified outside of the Rectification Period;
 - (c) incidents where standards been identified as not acceptable and have not as yet been rectified;
 - (d) Partner Authorities will exercise a quality control and a random checking system of all aspects of the Street and Public Areas Cleansing work performed by the Contractor.

1.4 Contractor's Service Management Systems (CSMS)

- 1.4.1 Both Councils are committed to making the best use of technology to improve customer service and drive efficiencies. The Contractor's Service Management System (**CSMS**) is defined as the IT system or linked IT systems that the contractor uses to manage its operations including:
- (a) telematics (ie vehicle tracking)
 - (b) mobile in-cab technology
 - (c) round data (including locations of assisted and clinical waste collections)

- (d) round completion including refused collections (ie Contamination)
 - (e) complaints management
 - (f) street cleansing rounds and monitoring
 - (g) service requests
 - (h) managements reports and business analytics
 - (i) service level monitoring
 - (j) complaints handling
- 1.4.2 Service Requests and Complaints will be received either directly from the public via the Councils website portal or through the two Council call centres to provide a one stop shop for the public.
- 1.4.3 The CSMS are slightly different across the two councils and the Contractor must make provision to accommodate both requirements:
- (a) DDC – the CSMS will be directly accessible to the public and the Council to input service requests and complaints. All publicly accessible pages to be agreed with the Councils;
 - (b) FHDC – the CSMS will integrate with the Councils Complaints management system which will be used by Council staff and the public to input service requests and complaints.
- 1.4.4 The CSMS should be operational for reporting, updating and monitoring twenty four (24) hours a day, seven (7) days a week for the duration of the contract subject to any downtime required for system modification/update that has been agreed with the Supervising Officer.
- 1.4.5 The CSMS will be introduced and configuration of that system will take place during mobilisation. It will be configured and tested prior to the go live date of the new contract and operational from contract commencement.

General Requirements for both Councils.

- 1.4.6 The Contractor must provide for a comprehensive CSMS system that:
- (a) allows both the Council and the public to report service requests and complaints across all services provided by the contractor under this contract. The report function should be easy to navigate and access to facilitate reporting by the Councils and public;
 - (b) can be updated by the Contractors staff at the time of receipt and when response actions have been undertaken via in cab and/or handheld devices. The system should include for log times and dates of all commentary made;
 - (c) the public and Council staff should be able to create, update and monitor the progress of any service request or actions taken to address complaints and update the relevant log;
 - (d) allows the Councils Client Team and contact centres to view at their offices real time maps of scheduled collection and cleansing rounds, which, using GPS data, update as roads/collections/cleansing services are completed, detail work outstanding. This functionality is essential to the provision of accurate and up to date information to the public;

- (e) provides resources and performance monitoring information as detailed elsewhere within the Specification;
 - (f) the Contractor will provide access to such management information held within the SMS to the Council contract management staff through the provision of reports and dashboards;
 - (g) the Contractor's CSMS must be cloud based and integrate with MS365, be able to integrate with the Council's own GIS layer and with Esri and allow the councils' digital teams access the database for future projects.
- 1.4.7 The Contractor is required, within their costs, to provide the software and hardware to fulfil the CSMS functionality detailed above and within the Contractor's Service Delivery Plan and to undertake the migration of data. The Councils will provide their data in a csv format. It is the responsibility of the contractor to ensure they can input and utilise the data provided by the Councils.
- 1.4.8 The CSMS must include provision for information to be received, passed to relevant operations personnel, acted upon and reported back to the Councils in real time. A response or holding response to the call, enquiry or complaint must be made and appear on the CSMS system within twenty four (24) hours, and a full response within the performance framework response time or five (5) working days, whichever is the shorter.
- 1.4.9 The CSMS must include for all the hardware and software required to facilitate mobile communications including the following:
- (a) For all collection and cleansing crews to enable them to receive and respond to calls immediately and facilitate escalation to supervisors and managers as appropriate.
 - (b) For all licences to facilitate a minimum of six (6) officers in each Council (twelve (12) in total) to track service delivery and report service requests or log service failures, including the administration of the garden waste service.
 - (c) To allow for the taking and storing of photographs by service staff and Council officers.
 - (d) To provide an audit trail identifying times, dates and comment authors as well as capturing comments themselves.
 - (e) To incorporate Council property and resident management information enabling event history and planned actions to be identified to crews quickly and easily. The Contractor is to specify what Gazetteer/ Address information is required from the council and how that information is to be updated as property information changes (eg new build housing estates).
- 1.4.10 The Contractor must comply with all the GDPR requirements of the Councils and their relevant retention policies.
- 1.4.11 The Council will manage the receipt of income with respect to:
- (a) Bulky waste bookings;
 - (b) Garden waste services: new applicants and renewal of annual service;
 - (c) Sales of wheeled bins.

The Contractor will be advised by service requests to undertake services accordingly.

- 1.4.12 The Contractor is required to provide sufficient information for the Council to respond to public enquiries, complaints and queries. The system must be updateable in real time and responses provided in accordance with the contract performance framework timescales relevant to the service request or complaint. The Contractor is also required to provide sufficient information in a timely manner for the Council to respond to representatives of the press, television, radio or other communications media on any matters concerning the Contract.
- 1.4.13 The Contractor is required, within their costs, to provide the software and hardware to fulfil the functionality detailed and within the Contractor's Service Delivery Plan.
- 1.4.14 All data records including service performance, assets, round structures street cleansing records etc that relate to the performance of this contract must be provided in an accessible electronic format at contract end.

1.4.15 FHDC Requirements

- (a) FHDC is currently implementing a new Salesforce based Customer Relationship Management (**CRM**) system provided by Arcus Global (**Arcus**). As part of this project a Customer Self Service Portal is being implemented with a "My Account" portal whereby customers will be able to log in securely and report issues, track the progress of requests and view their transaction history across a number of council services.
- (b) FHDC will provide the My Account portal and web forms for customers who wish to transact via the website but who do not wish to create a "My Account" login.
- (c) In terms of waste and street cleansing the type of requests that will be handled by the councils CRM system include, but are not limited to, such things as:
 - (i) Missed bins
 - (ii) Bulky collections
 - (iii) Bin replacements
 - (iv) Assisted collections
 - (v) Service complaints
 - (vi) Street cleansing requests/complaints
 - (vii) Graffiti removal
 - (viii) Fly tipping reporting
 - (ix) Garden waste services: new applicants and renewal of annual service
 - (x) Bulky waste collections
 - (xi) Christmas trees collections
 - (xii) Sharps collections

1.4.16 Integration between FHDC CRM and Contractor's SMS

- (a) There is a requirement for a two-way integration between the Council's Salesforce platform and the Contractors Waste Service Management System so that requests for the contractor are passed automatically from the council's

CRM to the contractor system and updates and closures entered on the contractor system are passed back to the Council's CRM.

- (b) In order for customers to be able to self-serve 24 x 7 or as close as possible to that, the Contractor's system should be resilient and therefore contractors are required state what their normal SLA for system availability would be including allowing for routine maintenance.
- (c) While the customer facing systems will be provided by FHDC there will be a requirement for the contractor to provide an interface to their preferred Service Management System. The table below provides a list of the required integration capabilities in order to successfully establish and maintain a web services integration between the councils Salesforce CRM and the contractors Service Management System (**SMS**).
- (d) The general requirements as set by Arcus for the SMS to allow for integration to Salesforce are:
 - (i) The SMS must have well-documented SOAP or REST APIs (REST preferred): Salesforce supports integrations either using the SOAP or REST API architecture¹ and can develop an integration to a third party system using either of these approaches. It is generally easier to develop using the more modern REST architecture so prefer this when it is available. Regardless of if we are using REST or SOAP, it is imperative that the API is fully documented including details of establishing a secure connection, a list of the API calls that can be made and examples for the API calls and responses. In the case of SOAP, we also require a Web Services Definition Language (WSDL) that is consistent with the documentation.
 - (ii) The SMS must have a means for a secure connection to be established (not reliant on IP or OAUTH 1.0): Salesforce is a public multi-tenanted cloud-hosted system which means that the API calls from Salesforce to the Waste system will potentially originate from one of thousands of different IP addresses each of which are shared by many other organisations. As a result, the older practices of securing integrations by means of IP restrictions is completely non-viable. The Services Management System API hence must support messages being sent over https (encrypted) and secured either via a username - password (or token) mechanisms or by the exchange of signed SSL certs. For Signed SSL certs self-signed certs are not acceptable and should be signed by a recognised certifying authority.
 - (iii) Be highly available (high uptime): The API integration between Salesforce and the waste system will work in real-time and so will be reliant on both systems being online and available for API requests 24/7. If the waste system is unavailable for API requests this will prevent customers on My Account completing and submitting forms etc.
 - (iv) APIs should be versioned; older versions should continue to work and be supported for a reasonable period: Arcus will build a Salesforce implementation against a given version of the Waste API and would expect that generally when a new version of the Waste API is released then the previous version will remain available and usable. If this isn't the case then it will be necessary for the integrations to be periodically rebuilt when new API versions are released.

Note:¹Please see https://help.salesforce.com/articleView?id=integrate_what_is_API.htm&type=5 for a summary of Salesforce Supported APIs.

- (v) There should be a test environment that has API access.
- (e) The integrations themselves will still need to be developed between Salesforce and the Waste system by an integration developer against based on the specific use cases for which integration is required. It is possible that the contractor may already have such integrations otherwise they will be required to provide them. Any additional pricing around access to the APIs or the use of them should be well documented.

Examples of where successful integrations between Salesforce and commonly used waste management systems are:

System	Customer	Details of integration
Whitespace PowerSuite (version 1.8)	[REDACTED]	<p>Secured via username and password.</p> <p>Can get details for a site by supplying UPRN (eg collection dates) and also log requests for a site (eg missed bin)</p>
Echo	[REDACTED]	<p>Secured via signed SSL cert.</p> <p>From Salesforce can supply UPRN to the waste system to get the details of that site including previous and upcoming collection dates. These are then displayed on MyAccount.</p>

1.5 Performance Management

- 1.5.1 The Contractor is required to comply with the Performance standards detailed within the Performance Mechanism and submit electronic performance management reports as defined within the Contract Documentation including:
- (a) Output Specification;
 - (b) within the Contractors Quality Management Plan;
 - (c) as detailed within the Performance Mechanism and Performance Criteria;
 - (d) as detailed in the Payment Mechanism as set out in Schedule 4 of the Project Agreement;
 - (e) Contractor's final submission.
- 1.5.2 The Contractor is required to provide and/or ensure all control, monitoring and information systems provide timely and sufficient data for good operational and environmental practice in delivering the Service.
- 1.5.3 The Contractor is required to maintain accurate records, evidenced by defined audit trails in respect of all performance, tonnage, complaints and finance reports.
- 1.5.4 The Contractor should provide **daily** online information accessible by the Councils Contract management team detailing:

- (a) staffing resources deployed, the collection round or cleansing service area on which they are working, time started and time finished;
 - (b) vehicle resources that are being deployed; the collection rounds or cleansing service area to which they have been allocated; the time commenced, any breakdown/accident/damage issues on arising that day; time completed.
- 1.5.5 The Contractor is required to notify the Supervising Officer promptly of any Performance Failures or events that hinder the Contractor from complying with the Agreement.
- 1.5.6 The Contractor is required to produce and adhere to a Performance Failure Rectification Plan when any refresh period has been repeated in excess of three (3) times and as reasonably required by the Supervising Officer.
- 1.5.7 The Contractor is required to supply to the Supervising Officer an electronic weekly data report of all weighbridge transactions under the Contract during the previous seven days in a format to be approved by the Supervising Officer. The Contractor must submit this Report on the third Business day following the end of the previous week.
- 1.5.8 The Contractor is required to submit by the twentieth working day after the last day of each Month a Monthly Service Report to the Supervising Officer. The report to contain a detailed monthly report of all materials collected during the course of its collection and cleansing obligations detailing all the following streams: residual, food and garden waste, paper and card and mixed dry recyclables, batteries and any other separately collected waste streams. Details to include tonnage deposited at each of the relevant transfer facilities and identifying any relevant Contamination levels.
- 1.5.9 The Contractor is required:
- (a) to undertake a review of the Quality Management Plans as part of the Annual Review and provide an Action Plan to continuously improve performance during the life of the contract. Annual Action Plans for the new Contract Year are to be submitted to the Supervising Officer by 31 December preceding the Start of the new Contract Year;
 - (b) to provide information and all reasonable assistance to enable audits to be completed by the Council, where directed by the Supervising Officer in accordance with the Agreement.

1.6 Fleet Management

- 1.6.1 The Contractor is required to supply and maintain all vehicles in connection with the Contract Services and is responsible for all operational costs in respect of their use.
- 1.6.2 New vehicles must be used at the commencement of the New Contract unless expressly agreed otherwise by the Supervising Officer, in response to extended vehicle delivery dates in which case the new fleet should be implemented within three (3) Months of the commencement date.
- 1.6.3 All permanent contract vehicles must be liveried in accordance with the Partners agreed livery markings (white base fleet colour). Costs must include for provision and application of agreed livery markings. All collection vehicles must have body paneling suitable to accept grip flex signage and signage panels to facilitate the display of Council waste messaging. The Contractor shall include within his costs for the annual replacement of messaging contained within the grip flex panels.

- 1.6.4 Contract vehicles should only be used to provide Contract Services unless expressly authorised by the Supervising Officer.
- 1.6.5 A suitable training plan for the use of new vehicles by contract staff needs to be submitted to the Council prior to contract commencement to ensure all drivers and operatives have been suitably trained in their safe use.
- 1.6.6 For all new vehicles procured for new services there is no restriction requiring their replacement at a given age. However, they:
- (a) must be fit for purpose;
 - (b) must be maintained sufficiently to enable Contract Services to be delivered efficiently and reliably;
 - (c) comply with emissions standards at time of purchase and as a minimum Euro 6 standard;
 - (d) must be kept in a clean and in a suitable condition so as not to bring the Partner Authorities into disrepute as determined by the Supervising Officer;
 - (e) at the Supervising Officers determination the contractors vehicles must be repainted and re-delivered if necessary to maintain good external appearance at the Contractors expense.
- 1.6.7 The Contractor must employ sufficient vehicles within the contract fleet so as to allow for vehicles maintenance and repair without detracting from frontline service provision.
- 1.6.8 The Contractor is required to:
- (a) accurately record and supply mileage data for all vehicles used for the Services;
 - (b) provide information on the type of vehicles used;
 - (c) where applicable the percentage split of their time/mileage carrying out functions within DDC and in FHDC.
- This is required in order for the Authorities to report against National Performance Indicator NI 185/194.
- 1.6.9 All vehicles used to provide the Services must have 'in-cab' technology that allows for:
- (a) two-way communication with the Contractor's depot;
 - (b) direct interaction with the Contractors CSMS allowing viewing and responding to service requests and complaints logged onto the CSMS in real time;
 - (c) seeing and uploading photographic evidence;
 - (d) recording of activity around the loading bay at the rear of the vehicle.
- 1.6.10 Waste must not be stored on collection vehicles overnight unless previously agreed with the Supervising Officer and permitted within planning and Waste Licence conditions.

1.7 Environmental Considerations

- 1.7.1 The Qualified Bidder is required to provide an **Environmental Statement** in respect of the provision of Contract Services in accordance with the Response Requirements. The Environmental Statement will be refined through the competitive dialogue process and will be included within the final Contract Documentation and will be contractually binding.
- 1.7.2 Qualified Bidders are required within the Environmental Statement to complete two (2) elements:
- (a) PART A the Qualified Bidder is required to detail what steps they will implement to minimise the environmental impact of Contract Services and comply with ISO 14001:2004.
 - (b) PART B Qualified Bidders are required to provide details as to what steps they will implement in respect of the Contract Services to assist the Partnership in reducing their Carbon Emissions. The partnership has a target to reduce to net zero carbon emissions by 2030 and is looking to work towards this target throughout the term of this contract. The partnership in assessing and evaluating the technical, environmental and social value aspects of bids will expect bidders to present proposals on how their submission will seek to assist in meeting this target at a local level, this is to take into account all environmental aspects of achieving zero net carbon and to include a fleet management programme that considers the potential use and cost impact of low or zero emission vehicles from start of the contract and to set out how advances in low/zero emission vehicle technology can be incorporated throughout the course of the contract.

Note: Definition - Net Zero Carbon:

Aim to get as close to zero as possible (eg following stretching target), then offset residual emissions, with good quality offsets.

- 1.7.3 Qualified Bidders are required to supply information in respect of the Contract Services that enable the Partner Authorities to comply with their requirement to report on National Indicator 185.
- (Note: National Indicator 185 is a measure of the total carbon emissions arising from the local authority estate and includes outsourced services, such as waste collection. Local authorities are required to report this data annually based on financial year to the Department for Food and Rural Affairs (Defra)).
- 1.7.4 The Supervising Officer may from time to time during the Contract Period agree with the Contractor further requirements on the Contractor for the protection of the environment. The Contractor shall comply with such requirements.
- 1.7.5 Approval by the Authority shall not relieve the Contractor of any of his legal responsibilities or obligations under the Contract.

1.8 Reporting Damage, Repairs and Vandalism

The Contractor shall notify the Supervising Officer through the Contractors CSMS Management system in real time and by way of a summary report by:

- 1.8.1 16:00 hours each day, Monday to Friday.
- 1.8.2 9:00am Monday in respect of Saturday and Sunday working
- 1.8.3 of all incidents of damage and vandalism.

These reports shall cover damaged street furniture, litter bins and shelters. The Supervising Officer will take appropriate steps to initiate the carrying out of all repairs and replacements which in his opinion are necessary and can be carried out with funds budgeted for this purpose. The Supervising Officer will inform the Contractor of the steps he has taken to ensure that repairs and replacements are carried out.

1.9 Compliance with Council Policy

The Contractor is required to comply with Council Policies in delivering these Contract Services. Policies on:

- 1.9.1 Child protection policy.
- 1.9.2 Equalities policy.
- 1.9.3 Complaints procedure.
- 1.9.4 Fraud and whistleblowing.
- 1.9.5 Kent Environment Strategy.
- 1.9.6 Data Protection policy (currently being reviewed, revised version due later this year).
- 1.9.7 Joint Municipal Waste Management Strategy (formally adopted by both DDC and FHDC).

The above have been provided for information. For the purpose of clarity, policies provided by DDC, as the Awarding Authority, will take precedence over other Partner Authorities where there is any conflict or confusion.

1.10 Livery and Branding

The Contractor is required to ensure that uniforms, waste management facilities, vehicles, receptacles and promotional/educational materials are branded and liveried in accordance with the Supervising Officers instructions:

- 1.10.1 all uniforms and vehicles should carry the Contractors logo and both the logos of the two authorities;
- 1.10.2 all receptacles should carry only the logo of the relevant authority;
- 1.10.3 (livery and logos are to be agreed by the Partner Authorities).

1.11 Education and Awareness

- 1.11.1 The Contractor is required to use its resources in the course of providing the Services to promote waste reduction, re-use and recycling.
- 1.11.2 The Contractor is required to ensure that all information, promotions and displays promoting the Services are in accordance with good industry practise.

1.12 Mobilisation and Service Delivery Plans

- 1.12.1 The Contractor is required to submit Mobilisation and Service Delivery Plans (**SDPs**) as part of their Tender Submission. These SDPs will form part of their Contract obligations and failure to comply with them will render the Contractor liable to a contract deduction and/or default and penalty points in accordance with the Performance Mechanism and Criteria.

- 1.12.2 The Contractor is required to undertake an Annual Review of Performance of the contract and provide and agree an Action Plan for the coming year with the Supervising Officer. Annual Action Plans for the new Contract Year are to be submitted to the Supervising Officer by 31 December preceding the Start of the new contract year.

1.13 Sub-Contractor Approval

The Contractor is required to seek the approval of the Council in respect of any services that are to be subcontracted to third parties. The Contractor is required to provide supporting documentation as required by the Supervising Officer re: experience, references, method statements/risk assessments.

1.14 Household Growth

- 1.14.1 The table below provides the forecast increases in household numbers across the two (2) districts:

Projected Household Growth			
Description	DDC	FHDC	Total
Household Growth	1,000	1,000	2,000

- 1.14.2 The Payment Mechanism contains provisions for the review of the impact of household growth on collection costs.

2. WASTE COLLECTION AND RECYCLING SERVICES

2.1 Collection Service Objective

- 2.1.1 The Contractor is required to provide the following Waste Collection Services in DDC and FHDC:
- (a) domestic residual waste collection.
 - (b) domestic dry recycling collection.
 - (c) domestic garden waste collection.
 - (d) domestic food waste collection.
 - (e) bulky waste collection.
 - (f) clinical waste collection.
 - (g) management, storage and delivery of replacement waste containers.

- 2.1.2 The Partner Authorities have already implemented what they believe to be the most efficient collection/processing solution (referred to as the Standard Collection Method or SCM). This collection methodology requires the following materials to be collected as separated streams:

- (a) Fortnightly collection of residual waste, (alternating with recycling collections on the same day of the week).
 - (b) Weekly Collection of food waste.
 - (c) Fortnightly collection of dry recyclables (alternating with residual collections). Dry recycling to be collected as two streams:
 - (i) commingled paper and card.
 - (ii) commingled glass, cans and plastic.
 - (d) Fortnightly collection of charged garden waste.
 - (e) Fortnightly collection of batteries.
 - (f) The contractor is required to undertake such measures as is reasonably necessary to ensure streams are not mixed at the time of collection.
- 2.1.3 Qualified bidders are required to provide Contract Submissions including Financial Proformas, Bill of Quantities, SDPs, Quality Management Plans, Environmental and Social Value Statements in respect of providing this collection methodology and complying with the requirements of this Output Specification.
- 2.1.4 The table below details the total number of collections by frequency and type as at September 2019:

Household Collection Data			
Description	DDC	FHDC	Total
Collection Frequency			
Collection Container Type	DDC	FHDC	Total

Note: Detailed collection information is provided within Data file Ref: DDCFHDC Contract Data 2020.

2.2 Residual Waste Collection

2.2.1 Objective Requirement

- (a) The Contractor is required to provide for the collection of residual household waste in DDC and FHDC in accordance with the requirements detailed in this section.
- (b) The Contractor is required to deliver residual waste to the designated waste transfer locations below as directed by the Supervising Officer and facilitated by KCC within the opening times detailed below:

Location	Hours of Access
Dover Residual Waste:	The Site must be open continuously for the reception of Waste throughout the following opening hours (as a minimum):

Location	Hours of Access
<p>Subject to completion of standstill period</p> <p>Thanet Waste Services</p> <p>Richborough Hall Waste Transfer and Recycling Centre, Ramsgate Road, Sandwich, Kent, CT13 9NW.</p>	<ul style="list-style-type: none"> (a) 07:00 to 17:00 hours Monday to Friday, including Public Bank Holidays in England & Wales (the only exception being Christmas Day and Boxing Day – for the avoidance of doubt opening hours on Christmas Eve and New Year's Eve where these fall on a Monday to Friday will be 07:00 to 17:00 hours unless otherwise agreed by the authority); (b) 07:00 to 13:00 hours on Saturday; (c) By exception and with advance notice from the Council: 07:00 to 17:00 on occasional Saturdays following a Public and Bank Holiday to meet any exceptional service demands; (d) By exception and with advance notice from the Council: 07:00 to 17:00 on Saturdays prior to the Christmas/New Year holidays; and (e) By exception and with the mutual agreement of both parties: the Site must be open on Boxing Day.
<p>FHDC Residual Waste:</p> <p>Ashford Waste Transfer Station, Cobbs Wood Industrial Estate, Brunswick Road, Ashford or an alternative within the locality.</p>	<p>The Facility must be open continuously for the reception of Contract Waste as a minimum throughout the following opening hours:</p> <ul style="list-style-type: none"> (a) 07:00 to 17:00 hours Monday to Friday (including Public Bank Holidays in England & Wales, counting New Year's Day; the only exception being Christmas Day and Boxing Day); (b) 07:00 to 12:00 hours Saturday; (c) Following a Public Bank Holiday the Facility must be open for occasional Saturday afternoons up to 17:00 hours to meet any exceptional service demands. This would be agreed in advance with KCC's Contract Manager; (d) Exceptionally by agreement, the Facility must be open on Boxing Day.

- (c) If the Supervising Officer designates a site for any particular waste stream which is different to the usual destination Site for that waste stream, such designation shall be dealt with as a Council Change under Clause 14.1 unless it is a one-off or temporary redirection in which case the cost shall remain with the Contractor.

2.2.2 Containerisation

- (a) The standard bin issue is 1x180l residual waste bin. All containers must be procured in accordance with the Partners specification requirements. Exceptions to this policy are shown under 'Standard Bin Exceptions' and 'Sack Collections from exempt properties'.

- (b) Where additional capacity is granted additional recycling capacity should take precedence. In the case of exceptionally large families the Supervising Officer will work to produce an acceptable solution with the emphasis on additional recycling capacity. Households who are deemed unable to have a standard collection will be supplied with alternative containment at the discretion of the Supervising Officer in accordance with the relevant sections below.
- (c) The Supervising Officer shall have the final determination as to those households that are to be exempt from wheeled bin collections. Exempt Households shall be served weekly/fortnightly by 'purple' sack collection service as specified below.

2.2.3 Standard Bin Exceptions

- (a) The Council allows for alternative containment solutions in the following circumstances:
 - (i) Large families: where a household has dry recycling and food waste collections then families of six (6) or more permanent residents will be entitled to a larger bin (subject to assessment and family size and agreement by the Supervising Officer).
 - (ii) where a household is not serviced with dry and or food waste collections then families of five (5) or more permanent residents will be entitled to a larger bin (subject to assessment and family size). Provided they can demonstrate that they have insufficient capacity.
 - (iii) Where any member of the family is suffering from a medical condition that requires additional residual or recycling collections.
 - (iv) In situations where residents are not able to handle the 180litre bin, eg frailty or incapacity, and there is no-one else in the household who is able bodied then alternative containers may be considered more appropriate.
 - (v) Any other reason as determined by the Supervising Officer.
 - (A) Houses with multiple occupancy and flats with limited storage capacity may be supplied with larger bins subject to agreement with the Supervising Officer.
 - (B) Landlords or tenants of flats and houses of multiple occupation requiring additional wheeled bins for new properties will need to purchase such bins from the Council.

2.2.4 Sack Collections from Exempt Properties

- (a) The following households have sack collections in each district:

Sack Collections	DDC	FHDC	TOTAL
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Note: The households having sack collections are detailed in DDCFHDC Contract Data File 2020.

- (b) Where residents are not able to accommodate wheeled bins (including where they have no physical space to store bins within their property boundary) then they must be provided with a 'purple' sack collection service. Where possible, in keeping with FHDC and wheeled bin collections in general, these households will receive a fortnightly service (providing they are also receiving a food waste collection service on the alternate week). Where households have insufficient storage capacity, not receiving a food waste service for any reason or for other reasons identified by the Supervising Officer then they must receive a weekly collection service.
- (c) The Contractor will only collect refuse contained within the purple sacks. Purple sack waste is to be collected from the boundary position of the property except where assisted collections or 'pullouts' have been agreed.
- (d) Some properties have been issued with reusable seagull proof sacks to help contain and protect their purple sacks. Where these have been used the contractor is required to return the seagull proof sack to the collection point for future use by the householder. The contractor will be liable for all the costs associated with the replacement of reusable seagull proof sacks lost/damaged as a consequence of the Contractor's collection service.
- (e) The Contractor shall supply purple plastic refuse sacks of the type and quality specified in Appendix B3 to all exempt households in the FHDC and DDC Administrative Areas. The Contractor shall supply and deliver refuse sacks, delivered once per quarter. The sacks shall be suitably packaged to facilitate delivery via a domestic letter box.
- (f) The Contractor is required to make provision for information to be overprinted on the sacks with the FHDC and DDC logos as appropriate to the Administrative Area of the receiving Household, giving details of bank holidays and other criteria to be determined and supplied by the Supervising Officer.
- (g) All sacks must be delivered via the letter box of each Household unless a sub-standard size letter box makes this impractical, in which case the sacks are to be left immediately adjacent to the main door of the Household unit and the Supervising Officer informed. Sacks left in any other location will be deemed not to have been delivered. The contractor is required to keep a record of all sack deliveries and any deliveries which have been attempted but not been completed along with an explanation for the failure to complete the delivery.
- (h) For new Households with a sack collection, the Contractor will ensure that a supply of refuse sacks is delivered to the property within 48 hours of notification by the Supervising Officer.
- (i) The Contractor should make purple sacks available to the partner authority as required to fulfil the public requirement of residents calling council offices.

2.2.5 Bulk Bins

- (a) The following number of Households have Bulk bins across the two (2) districts:

Bulk Bin Collections	DDC	FHDC	TOTAL

Note: The households having bulk collections are detailed in DDCFHDC Contract Data File 2020.

- (b) The Contractor shall ensure that Households using bulk bins have their food waste collected weekly (where provided) and all other streams at least fortnightly or more frequently where required to prevent bins from becoming full. Where purpose built compartments or storage areas for the keeping of individual household wheeled bins or bulk wheeled bins are provided to serve flats or maisonettes, caravan sites or at such domestic property units or composite hereditaments as the Supervising Officer may decide, the refuse collector shall wheel the bin(s) out from the storage areas and return the bin(s), after emptying, to the same position with the lid in the closed position. The decision as to whether individual wheeled bins or collectively used bulk wheeled bins shall be provided will be entirely at the discretion of the Supervising Officer.
- (c) Some bulk bins may be locked to posts or located within a secure enclosure, in such cases the Contractor will be provided with a key and must ensure locks are secured after collection.

2.2.6 Boundary Collection Point

- (a) A "Boundary Position" fortnightly residual waste service will operate in the DDC and FHDC Administrative Areas (except as specified in this Paragraph 2.2.6). All bins, sacks, boxes and bags for all services should be placed at the boundary of the property nearest the Highway which is used by the refuse collection vehicle.
- (b) If bins are left on the Highway for collection it is the householder's responsibility to ensure that they do not cause an obstruction. In such cases the Contractor shall return the bin to an appropriate boundary position following collection taking care where possible to avoid blocking the pavement, entranceway or driveways.
- (c) Subject to the Supervising Officers written approval, there being no obstruction or objections from a third party, the Contractor shall be permitted to agree an alternative location with the occupier.
- (d) By custom and practice, a small number of individual properties may have different collection arrangements. These must be continued.
- (e) Boundary Positions will not be applied in respect of Assisted Collections, see Paragraph 2.2.8 below.

2.2.7 Collection Days

- (a) The Contractor will collect Residual, Recycling and Food waste from each Household unit or composite hereditament on the same day each fortnight (or weekly for properties as specified for weekly collections in FHDC and DDC Administrative District). The existing arrangements are detailed in Appendix A5 (DDC) and B5 (FHDC).
- (b) 'Annual Direct Mailing (ADM)' which currently includes calendars detailing the collections days for residual, recycling, food and garden waste collections will be agreed annually with the Supervising Officer. The Council will undertake the design and printing of the ADM. The Contractor is required to undertake

the delivery of the ADM to each household each year within their annual contract sums. Any changes to collections, initiated by the Contractor and agreed with the Council, requiring changes to the ADM will be undertaken at the Contractors expense prior to the implementation of the change.

- (c) The Contractor shall agree with the Supervising Officer, in advance, any proposed changes to the regular collection day or time (including those operating prior to the commencement date). The Contractor must provide and agree with the Supervising Officer plan detailing an action detailing how and when the changes are to be implemented, the resources to be deployed and the public notification process.
- (d) The Contractor will, at his own expense, notify each affected household in writing at least two weeks but not more than four weeks, prior to the change being made.
- (e) Should the Contractor alter the scheduled collection route without the prior written approval of the Supervising Officer, the Supervising Officer may instruct the Contractor to forthwith visit any "missed collections" at the Contractor's own cost.
- (f) Collections for all services will be made between the hours of 07:00 and 18:00 Monday to Friday. In exceptional circumstances this may vary with the Supervisor's approval. The Contractor shall avoid collections from within the vicinity of schools around school start and finish times.
- (g) The Contractor is required to undertake refuse, recycling and food waste collections on the same day of the week on alternate weeks, including when there is a Bank Holiday with the exception of Christmas Day/Boxing Day. Following Boxing Day all households will be collected within ten (10) working days with the earliest missed collections being completed first and thereafter normal collection services will resume.
- (h) No additional payment will be made for collections taking place at the weekend prior to or following Christmas Day / Boxing Day.

2.2.8 Assisted Collections

- (a) Where, by reason of age disability or infirmity, an occupier is unable to comply with the requirement to place the refuse container at the boundary for collection, the Household should be eligible for an assisted collection service from a non-boundary collection point. The Supervising Officer will determine whether households are eligible for an Assisted Collection.
- (b) In 2018/19 there were the following number of assisted collections:

Assisted Collections	DDC	FHDC	TOTAL
[REDACTED]			

Note: The location of households requiring assisted collections are detailed within Data file Ref: DDCFHDC Contract Data 2020.

The Councils are undertaking a blanket review of the assisted collections which will be completed prior to tender.

- (c) The Supervising Officer will supply a list of such Households prior to the service commencement date and provide any amendments to the list as they are approved by the Supervising Officer. The Contractors CSMS should allow

the Council to directly update Assisted Collection requirements. The Contractor will be entitled to recover additional costs in respect of assisted collections through the Bill of Quantities Small/Additional Services.

- (d) The Contractor shall on the scheduled collection day visit the relevant Household or composite hereditament on the list and collect the waste from its usual storage position and return any container, after it has been emptied, to the same position.
- (e) When leaving the property or after removing the refuse from the refuse store cupboard, the Contractor shall close all doors, gates and refuse cupboards including securing catches where these are provided. Some waste storage has secured access with coded locks. Secured bin stores should be re-secured after collection.

2.2.9 Collection Code of Practice

- (a) The Contractor shall take reasonable and practicable steps – including training, supervision, design of working methods, use of suitable equipment, compliance with Good Industry Practice etc. – to ensure the collection crews carry out all household collections in a manner that:
 - (i) is safe to themselves and others.
 - (ii) is as quiet as possible.
 - (iii) ensures no damage to property.
 - (iv) ensures no undue inconvenience to residents or others and does not prejudice their amenity.
 - (v) minimises the spillage of waste and provides for the immediate removal of any spillage that may occur.
- (b) Where wheeled or bulk bins or other containers are lost or damaged by the actions of the Contractor rendering them unfit for further use, the Contractor must:
 - (i) use in cab technology to immediately inform the Council (call centre and client team) of the damage/loss detailing the address, bin description and cause of damage/loss.
 - (ii) repair or replace the bin or other container within twenty four (24) hours at no cost to the Councils.
- (c) Any refuse spilled whilst the refuse is being removed from the refuse store or sack holder or whilst being carried out from the property and deposited in the refuse collection vehicle or which arises where sacks or bins are grouped together prior to loading shall be cleaned up by the Contractor at the same time as the waste is removed. This will apply to all collections.

2.2.10 Non-Collection Advice Notes

- (a) If as a consequence of any of the following:
 - (i) A receptacle cannot be collected because it is too heavy to be moved by one person.
 - (ii) A receptacle cannot be collected because it contained the wrong materials.

(iii) The waste was in the wrong container.

(iv) The bin is damaged.

bins were unable to be emptied, then a bin hanger/sticker/ or card (as agreed with the Supervising Officer) must be left by the Contractor for the householder at the time of non-collection indicating the reason(s) why bins were not emptied.

- (b) If additional bags (excluding purple sacks left out from adjacent Exempt Properties – see paragraph 2.2.4 above) are left by/on the bin by the householder then the bin will be emptied but the excess bags will be left and a non-collection advice note left either attached to the excess waste/or posted through the householders letterbox.
- (c) Crews must notify the call centre and client of the addresses of all non-collection advice notes via in cab CSMS as soon as possible after issue of the note.
- (d) Where prior notification of road closures is received the contractor shall notify residents at his own cost and should agree alternative collection arrangements with the Supervising Officer at his own cost.

2.2.11 Missed Collections

(a) A collection is missed if:

it is scheduled to be collected at the same time as adjacent properties but it is not collected before the collection vehicle leaves the street in which the property is located and a Non-Collection Advice Note has not been left in accordance with 2.2.10; then these will be termed unjustified missed collections.

(b) The Contractor is required to:

- (i) rectify missed collections the same day if reported before midday; or
- (ii) rectify the omission before midday the following day if reported after midday.

(c) The Contractor is required to seek to minimize the number of missed collections. In accordance with Performance Criteria the Contractor is required to provide reports of the number of missed bins across all collection services weekly. The thresholds for deductions and penalty points in respect of missed collections are identified in the Performance Criteria and will be applied as appropriate.

(d) Where:

- (i) Bins are not collected due to the resident not making them available, or the bin contains contaminated wastes; or
- (ii) Excess residual waste is put out by the Householder.

then providing the Contractor has used the CSMS to immediately advise the Council of the address, bin type and reason for non-collection then the collection will not be deemed to have been missed for the purposes of performance reporting and will not be collected until the next scheduled collection. These collections will be termed as justified missed collections.

Contractors should make provision for providing evidence including photographs in respect of repeated collection issues.

2.2.12 Side Waste

- (a) Where a householder has put out more waste than can be stored within the wheeled bin the Contractor is required to leave a bin hanger (or sticker or card as agreed with the Supervising Officer) for the householder explaining the reason(s) for the waste being left. The Contractor should use 'incab' technology in real time to update the CSMS of the presentation of side waste and confirming the delivery of the advice note.
- (b) The Contractor is required to provide real time reporting to the Councils call centre and a weekly summary report to the Supervising Officer of those properties where side waste has been presented.
- (c) Excess waste will however be collected following any disruption to the collection service or after Christmas Day / Boxing Day collection changes.

2.2.13 Exceptional Severe Weather

- (a) If, in the opinion of the Contractor, the weather on any particular day or part of day is so severe as to make work impracticable or unsafe, then if agreed by the Supervising Officer, the Contractor will suspend the normal collection service for that day or part of a day. The Contractor will, however, be required to complete all the missed collections in date order (unless agreed otherwise with the Supervising Officer) and be undertaking normal collections within the following timescales:
 - (i) 1-2 days Missed Collections within five (5) days of the return to normal collection services.
 - (ii) 3-10 days within two (2) weeks of the return to normal collection services.
- (b) No additional payments will be made to the Contractor in respect of any additional expenses he may incur in complying with these requirements.

2.3 Dry Recycling Collection

2.3.1 Objective Requirement

- (a) The Contractor is required to provide for the collection of Dry Recycling materials from households in DDC and FHDC in accordance with the requirements detailed in this section.
- (b) The Contractor will deliver the recycling streams to the designated transfer facilities listed below as advised by the Supervising Officer and facilitated by KCC and within the Sites' stated opening times. At the time of writing the designated Sites and opening times are as follows:

Location	Hours of Access
Dover Kerbside Dry Recyclables	The Site must be open continuously for the reception of Waste throughout the following opening hours (as a minimum):
Batteries to be confirmed.	(a) 07:00 to 17:00 hours Monday to Friday, including Public Bank Holidays in England & Wales (the only exception being Christmas Day and Boxing Day – for the avoidance of doubt opening hours on Christmas

Location	Hours of Access
Subject to completion of standstill period Thanet Waste Services Richborough Hall Waste Transfer and Recycling Centre, Ramsgate Road, Sandwich, Kent, CT13 9NW.	<p>Eve and New Year's Eve where these fall on a Monday to Friday will be 07:00 to 17:00 hours unless otherwise agreed by the authority);</p> <ul style="list-style-type: none"> (b) 07:00 to 13:00 hours on Saturday; (c) By exception and with advance notice from the Council: 07:00 to 17:00 on occasional Saturdays following a Public and Bank Holiday to meet any exceptional service demands; (d) By exception and with advance notice from the Council: 07:00 to 17:00 on Saturdays prior to the Christmas/New Year holidays; and (e) By exception and with the mutual agreement of both parties: the Site must be open on Boxing Day.
FHDC Dry Recyclables: Ashford Waste Transfer Station, Cobbs Wood Industrial Estate, Brunswick Road, Ashford or an alternative within the locality.	<p>The Facility must be open continuously for the reception of Contract Waste as a minimum throughout the following opening hours:</p> <ul style="list-style-type: none"> (a) 07:00 to 17:00 hours Monday to Friday (including Public Bank Holidays in England & Wales, counting New Year's Day; the only exception being Christmas Day and Boxing Day); (b) 07:00 to 12:00 hours Saturday; (c) Following a Public Bank Holiday the Facility must be open for occasional Saturday afternoons up to 17:00 hours to meet any exceptional service demands. This would be agreed in advance with KCC's Contract Manager; (d) Exceptionally by agreement, the Facility must be open on Boxing Day.

If the Supervising Officer designates a site for any particular waste stream which is different to the usual destination Site for that waste stream, such designation shall be dealt with as a Council Change under Clause 14.1 unless it is a one-off or temporary redirection in which case the cost shall remain with the Contractor.

2.3.2 Containers and Materials to be collected

- (a) Boxes/bags will be used for the storage and collection of mixed paper and cardboard. Most residents have already been supplied with these but where collection services are being extended to cover new households the Contractor is required to supply and deliver two (2) containers to each new household (1 box/1 bag or equivalent combination). The cost of delivery will be at Bill of Quantity rates.
- (b) The Material Acceptance Criteria for the collection of paper and cardboard collection is as follows:

- (i) cardboard - packaging such as cereal packets and pizza boxes. Any large cardboard boxes are flattened and left at the side of the black box.
- (ii) paper - newspaper, magazines, brochures, junk mail, office paper.
- (iii) large items of brown cardboard may also be left loose for collection.
- (c) Paper and cardboard must be stored separately from other dry recyclables on the vehicle to prevent Contamination.
- (d) A 240l wheeled bin will be used for the storage and collection of the other dry recyclables. The Material Acceptance Criteria for other dry recyclables is as follows:
 - (i) Glass – bottles and jars of any colour
 - (ii) Cans – drink, food cans, empty aerosol cans.
 - (iii) Plastic bottles – HDPE and PET Bottles - drink, household detergent and cleaner bottles.
 - (iv) Mixed Plastic Containers
 - (v) Plastic Film
- (e) Where wheeled bins are not suitable householders may purchase additional recycling containers from the Council. The contractor is required to deliver the additional boxes and bags at Bill of Quantity Rates. These additional containers must be supplied within ten (10) days to the householder.
- (f) The contractor is also required to facilitate the collection of household batteries as part of the kerbside service (and potentially storage and onward sale pending the outcome of discussions with KCC).

2.3.3 General Requirements for Collections

- (a) Where relevant the same Specification details apply to the collection of recyclable materials as for wheeled bin and sack refuse collections eg Missed Collections, Boundary Collection Point, Assisted Collections, Non-Collection Advice notes, Collection Code of Practice. The specification relating to Residual Side waste does not apply in respect of recyclables, see 2.3.3(l) (Surplus Recycling).
- (b) Collections are to be made, at least, on a fortnightly frequency on the same day alternating with residual waste collections.
- (c) The contractor will provide electronically (in a format to be agreed with the Supervising Officer. Weekly summaries of tonnages collected by waste stream, round reference, registration, number, day and date. Records of tonnages collected from each relevant Council shall be kept separately. Cross boundary collection tonnages to be split between authorities as agreed with the Supervising Officer.
- (d) Any failure by the Contractor to provide adequate data to enable the Partner Authorities to identify the waste streams collected will result in a deduction from sums due to him under the contract to cover the loss of income incurred by the Councils.
- (e) All acceptable recyclable material left out for collection is to be collected provided that it may be removed without risk of personal injury to the

Contractor's operatives. Temporary containers such as carrier bags are to be stored separately for later recycling where possible or disposal within the residual waste stream.

- (f) The Contractor is to take all reasonable precautions to ensure material collected is compliant with the relevant Material Acceptance Criteria and take the following action when non-compliant materials are detected:
 - (i) If Minor Contamination is identified it is to be removed while the acceptable material is tipped into the collection vehicle. The contaminated material is to be returned within the container and an advice note (hanger / sticker/card - supplied by the Council) explaining why the material has not been taken, placed on the container or delivered to the Household.
 - (ii) If Major Contamination is identified then the food waste will not be collected. However, the Contractor is required to deliver an advice note (hanger / sticker/card – supplied by the Council) attached to the container or delivered to the Householder, explaining why the material has not been taken.
- (g) The Contractor is required to update the CSMS in real time with regards to the identification of Minor and Major levels of Contamination detailing the addresses concerned and the nature of the Contamination.
- (h) If material is rejected at the recycling outlet due to Contamination, then the Contractor shall be responsible for removing Contamination where possible and recycling the remainder and disposing of the contaminated material. The cost of sorting and disposing of contaminated material will borne by the Contractor. (No loads have been rejected in the last five (5) years.)
 - (i) The Contractor shall return to each Household the same receptacle in which the material was presented; it is to be returned to the same boundary position from where it was collected, or, if necessary, to an appropriate boundary position to avoid causing obstruction. Bags should be left within the box or clamped between the wheeled bin lid and the bin to avoid being blown away by the wind.
 - (j) The Contractor shall be mindful of the need to maintain a high profile and efficient recycling service. Client expectations and resident's attitudes to recycling should be taken into account and within reason, every effort should be made to support collections and not deter future participation.
- (k) All standard communication notices to households are to be agreed with the Supervising Officer.
- (l) **Surplus Recycling** - If additional recycling material, that is compliant with the Material Acceptance Criteria, is put out for collection but not contained within the relevant receptacle because of a lack of space then the Contractor is required to collect the additional recyclables and use in-cab technology to update the CSMS accordingly. The Contractor is required to supply to the Supervising Officer monthly reports of households where excess recycling is taking place.

2.4 Food Waste Collection

2.4.1 Objective Requirement

- (a) The Contractor is required to provide for the weekly collection of Food waste from households in DDC and FHDC in accordance with the requirements detailed in this section.
- (b) The Contractor will deliver the recycling streams to the designated transfer facilities listed below as advised by the Supervising Officer and facilitated by KCC and within the Sites' stated opening times. At the time of writing the designated Sites and opening times are as follows:

Location	Hours of Access
Dover Food Waste: <i>Subject to completion of standstill period</i> Thanet Waste Services Richborough Hall Waste Transfer and Recycling Centre, Ramsgate Road, Sandwich, Kent, CT13 9NW.	<p>The Site must be open continuously for the reception of Waste throughout the following opening hours (as a minimum):</p> <ul style="list-style-type: none"> (a) 07:00 to 17:00 hours Monday to Friday, including Public Bank Holidays in England & Wales (the only exception being Christmas Day and Boxing Day – for the avoidance of doubt opening hours on Christmas Eve and New Year's Eve where these fall on a Monday to Friday will be 07:00 to 17:00 hours unless otherwise agreed by the authority); (b) 07:00 to 13:00 hours on Saturday; (c) By exception and with advance notice from the Council: 07:00 to 17:00 on occasional Saturdays following a Public and Bank Holiday to meet any exceptional service demands; (d) By exception and with advance notice from the Council: 07:00 to 17:00 on Saturdays prior to the Christmas/New Year holidays; and (e) By exception and with the mutual agreement of both parties: the Site must be open on Boxing Day.
FHDC Food Waste: <i>Ashford Waste Transfer Station, Cobbs Wood Industrial Estate, Brunswick Road, Ashford or an alternative within the locality.</i>	<p>The Facility must be open continuously for the reception of Contract Waste as a minimum throughout the following opening hours:</p> <ul style="list-style-type: none"> (a) 07:00 to 17:00 hours Monday to Friday (including Public Bank Holidays in England & Wales, counting New Year's Day; the only exception being Christmas Day and Boxing Day); (b) 07:00 to 12:00 hours Saturday; (c) Following a Public Bank Holiday the Facility must be open for occasional Saturday afternoons up to 17:00 hours to meet any exceptional service demands. This would be agreed in advance with KCC's Contract Manager;

Location	Hours of Access
	(d) Exceptionally by agreement, the Facility must be open on Boxing Day.

If the Supervising Officer designates a site for any particular waste stream which is different to the usual destination Site for that waste stream, such designation shall be dealt with as a Council Change under Clause 14.1 unless it is a one-off or temporary redirection in which case the cost shall remain with the Contractor.

2.4.2 Containers and Materials to be Collected

- (a) Households in both Districts have been supplied with 7l and 25l food waste containers for the internal and external storage of food waste respectively. Where collection services are being extended to cover new households the Contractor is required to supply and deliver two (2) containers to each new household (1x7L Caddy/1x 25l Food waste container in accordance with Container Specifications in the appendices). The cost of delivery will be at Bill of Quantity rates.
- (b) The Material Acceptance Criteria for food waste is as follows:
 - (i) dairy
 - (ii) fish
 - (iii) fruit & vegetables
 - (iv) meat & bones
 - (v) bread & pastries
 - (vi) tea & coffee grounds
 - (vii) pasta and rice

2.4.3 General Requirement for Collections

- (a) Unless specified otherwise the same Specification details apply to the collection of food waste as for wheeled bin and sack refuse collections eg Missed Collections, Boundary Collection Point, Assisted Collections, Non-Collection Advice notes, Collection Code of Practice.
- (b) The Contractor is required to only collect food waste presented in the appropriate container. The Contractor should check that food waste is either unwrapped within the collection container, wrapped in approved biodegradable food waste bags or newspaper. In particular, the Contractor is required to ensure no plastic bags are collected with the food waste.
- (c) The Contractor is to take all reasonable precautions to reduce Contamination of the food waste:
 - (i) If Minor Contamination is identified it is to be removed while the acceptable material is tipped into the collection vehicle. The contaminated material is to be returned within the container and an advice note (hanger / sticker/card - supplied by the Council) explaining why the

material has not been taken, placed on the container or delivered to the Household.

- (ii) If Major Contamination is identified then the food waste will not be collected. However, the Contractor is required to deliver an advice note (hanger / sticker/card – supplied by the Council) attached to the container or delivered to the Householder, explaining why the material has not been taken.
- (d) The Contractor is required to update the CSMS in real time with regards to the identification of Minor and Major levels of Contamination detailing the addresses concerned and the nature of the Contamination.
- (e) If material is rejected at the recycling outlet due to Contamination, then the Contractor shall be responsible for removing Contamination where possible and recycling the remainder and disposing of the contaminated material. The cost of sorting and disposing of contaminated material will borne by the Contractor.

2.5 Garden Waste Collection

2.5.1 Objective Requirement

- (a) The Contractor is required to provide for the fortnightly collection of Garden Waste from households in DDC and FHDC in accordance with the requirements detailed in this section. Both DDC and FHDC operate charged garden waste collection services.
- (b) The Contractor will deliver the garden waste to the designated transfer facilities listed below as advised by the Supervising Officer and facilitated by KCC and within the Site's stated opening times. At the time of writing the designated Site and opening times are as follows (although this may change during the course of the contract):

Waste Stream	Site	Opening Hours
DDC and FHDC Garden Waste	Hope Farm Crete Road East Folkestone Kent CT18 7EG.	7am-5pm Mon to Fri 7am-1pm Sat & Bank holidays excluding Xmas Day, Boxing Day and New Year's Day.

If the Supervising Officer designates a site for any particular waste stream which is different to the usual destination Site for that waste stream, such designation shall be dealt with as a Council Change under Clause 14.1 unless it is a one-off or temporary redirection in which case the cost shall remain with the Contractor.

- (c) In DDC the service currently allows householders who purchase a green waste licence to place out up to six (6) garden waste sacks for collection fortnightly. The licence runs from 1 April each year.

Please Note: DDC is currently reviewing the provision of this service and the possible transition of the garden waste service into a wheeled bin only service. Contractors are asked to ensure their vehicle specification allows for the possibility that the Council either continues as is or changes to a wheeled bin service. Should agreement to transition be reached the Councils existing sack would have to be provided up to 1 April in any contract year. Contractors are

asked to identify the service costs and savings arising from implementing and operating such a change within their ISFT submission.

- (d) In FHDC the Council provides a 180L wheeled bin for subscribers. This is an opt in service. Waste is stored in 180 litre bins supplied to the householder by the Contractor. This service is not changing.
- (e) As at January 2019 the table below details the number of Households with collections and the number of sacks/bins to be collected:

Collection Type	DDC	FHDC	TOTAL
Household Collection	1,000	1,000	1,000
Commercial Collection	0	0	0



2.5.2 Containers and Materials to be Collected

- (a) The Contractor is required to supply and deliver new customers with a garden waste bins and details of the garden waste service within ten (10) working days of the council notification and complete the first collection on the next due date for collections within the appropriate collection area and no more than ten (10) working days from the date of bin delivery.
- (b) The Material Acceptance Criteria for Garden waste is as follows:
 - (i) grass cuttings
 - (ii) leaves
 - (iii) weeds
 - (iv) dead flowers and plants from the garden
 - (v) light garden prunings
 - (vi) hedge trimmings
 - (vii) small branches (up to three (3) inches in diameter)
 - (viii) untreated wood chippings
 - (ix) windfalls of fruit
 - (x) Christmas trees

2.5.3 General Requirement for Collections

- (a) Where relevant the same Specification details apply to the collection of Garden Waste as for wheeled bin and sack refuse collections eg Missed Collections,

Boundary Collection Point, Assisted Collections, Non-Collection Advice notes, Collection Code of Practice.

- (b) In FHDC Garden Waste will only to be collected if presented in the appropriate container.
- (c) In DDC residents garden waste sacks are to be returned to the householder's property.
- (d) The Contractor is to take all reasonable precautions to ensure waste collected is consistent with the relevant material acceptance criteria and detect Contamination.
 - (i) If Minor Contamination is identified it is to be removed while the acceptable material is tipped into the collection vehicle. The contaminated material is to be returned within the container and an advice note (supplied by the Council) explaining why the material has not been taken, delivered to the Household.
 - (ii) If Major Contamination is identified then the garden waste will not be collected. However, the Contractor is required to leave a bin hanger (or sticker/card) as agreed and supplied by the Council to the Household, explaining why the material has not been taken.
- (e) The Contractor is required to update the CSMS in real time with regards to the identification of Minor and Major levels of Contamination detailing the addresses concerned and the nature of the Contamination.
- (f) If material is rejected at the Designated waste transfer facility due to Contamination then the Contractor shall be responsible for disposing of the contaminated materials as directed and any associated costs.

2.5.4 Christmas Tree Collections

- (a) The Contractor is required to provide within their Garden Waste service a free collection of real Christmas trees to all households within both districts. The collection period will commence from the first Monday after New Year and operate for four weeks providing at least two (2) collections from all households. This will be included within the garden waste service cost.
- (b) The Contractor will deliver the collected Christmas Trees to the designated transfer locations for Garden Waste shown above.

2.5.5 Bring Banks

There are no Bring Banks that require servicing by the Contractor in either FHDC or DDC. The sites shown in the data file for DDC are serviced by third parties. There is no similar data for FHDC currently available.

2.6 Bulky Household Waste Collection

2.6.1 Objective Requirement

- (a) The Contractor is required to collect bulky household waste in DDC and FHDC in accordance with this service specification. Bulky Waste will be collected separately from the normal refuse collection service. This service will include for the collection of furniture, cookers, Waste Electrical and Electronic Equipment (WEEE) items, freezers, fridges etc.

- (b) The Contractor will deliver the Bulky Waste to the designated transfer facilities listed below as advised by the Supervising Officer and facilitated by KCC and within the Sites' stated opening times. At the time of writing the designated Sites and opening times are as follows:

Location	Hours of Access
Dover Bulky Waste: <i>Subject to completion of standstill period</i> Thanet Waste Services Richborough Hall Waste Transfer and Recycling Centre, Ramsgate Road, Sandwich, Kent, CT13 9NW.	<p>The Site must be open continuously for the reception of Waste throughout the following opening hours (as a minimum):</p> <ul style="list-style-type: none"> (a) 07:00 to 17:00 hours Monday to Friday, including Public Bank Holidays in England & Wales (the only exception being Christmas Day and Boxing Day – for the avoidance of doubt opening hours on Christmas Eve and New Year's Eve where these fall on a Monday to Friday will be 07:00 to 17:00 hours unless otherwise agreed by the authority); (b) 07:00 to 13:00 hours on Saturday; (c) By exception and with advance notice from the Council: 07:00 to 17:00 on occasional Saturdays following a Public and Bank Holiday to meet any exceptional service demands; (d) By exception and with advance notice from the Council: 07:00 to 17:00 on Saturdays prior to the Christmas/New Year holidays; and (e) By exception and with the mutual agreement of both parties: the Site must be open on Boxing Day.
FHDC Bulky Waste: Ashford Waste Transfer Station, Cobbs Wood Industrial Estate, Brunswick Road, Ashford or an alternative within the locality.	<p>The Facility must be open continuously for the reception of Contract Waste as a minimum throughout the following opening hours:</p> <ul style="list-style-type: none"> (a) 07:00 to 17:00 hours Monday to Friday (including Public Bank Holidays in England & Wales, counting New Year's Day; the only exception being Christmas Day and Boxing Day); (b) 07:00 to 12:00 hours Saturday; (c) Following a Public Bank Holiday the Facility must be open for occasional Saturday afternoons up to 17:00 hours to meet any exceptional service demands. This would be agreed in advance with KCC's Contract Manager; (d) Exceptionally by agreement, the Facility must be open on Boxing Day.

If the Supervising Officer designates a site for any particular waste stream which is different to the usual destination Site for that waste stream, such designation shall be dealt with as a Council Change under Clause 14.1 unless it is a one-off or temporary redirection in which case the cost shall remain with the Contractor.

- (c) The table below details the average number of Bulky Waste Collections over the last three years and the numbers of items collected:

Collection Type	DDC	FHDC	TOTAL
Household	[REDACTED]	[REDACTED]	[REDACTED]
Commercial	[REDACTED]	[REDACTED]	[REDACTED]

2.6.2 General Requirements for Collections

- (a) Bookings will be made via the Council call centre or website but the Contractors CSMS must provide the facility for the Partner Authorities/Supervising Officer to book collection slots.
- (b) The Contractor is required to provide online reporting functionality through the CSMS that enables the Council to generate bulky waste performance reports detailing:
 - (i) Calls received,
 - (ii) Bookings made,
 - (iii) Bookings Completed,
 - (iv) Bookings Not Completed because Householder not present.
 - (v) Bookings not Completed other,
 - (vi) Number and type of items collected
- (c) Payment will be received by the Council prior to the booking being made. Collection days are given to householders at the time of their first contact in line with collections days previously agreed between contractor and client.
- (d) The Collections are restricted to up to five (5) individual items unless additional charges of [REDACTED] per item have been paid (eg dining room suite of four (4) chairs and table equals five (5) items). Most items are collected except for:
 - (i) Car parts
 - (ii) Window Units/ mirrors
 - (iii) Garage and Patio doors
 - (iv) Hazardous Waste
 - (v) Builder's rubble and glass
 - (vi) Lengths of metal or wood above two (2) metres
 - (vii) Any item that two (2) operatives cannot safely lift
 - (viii) Commercial Waste

- (ix) Industrial Waste
- (x) Garden waste
- (e) The Contractor is required to collect items from within the vicinity of the front boundary of the Household. If this is not possible owing to age, disability infirmity, refer to Assisted Collection Clause below.
- (f) The Contractor is required to complete collections within one (1) week of a request for service being received and communicated to the Contractor.
- (g) Should an abortive visit be made owing to the householder failing to meet the agreed arrangement, then the crew should use incab technology to report the non-collection onto the CSMS at the time of collection. Subject to confirmation by the Council the contractor is required at no additional cost to make one further visit to facilitate collection but if the agreed arrangement is again not met then the Contractor will be deemed to have fulfilled his obligation and the CSMS updated accordingly.
- (h) Refrigerators and Freezers etc - The Contractor is required to provide a service for the safe collection and transportation of fridges and freezers etc without causing any damage to the collected appliances. The appliances are to be deposited at the designated KCC facility. KCC will arrange for the safe treatment and disposal of these items.
- (i) Assisted Collection - When elderly or infirm householders require an assisted collection of bulky items, these will be charged individually according to the items and nature of the collection in accordance with a schedule of charges to be agreed, prior to service commencement, with the Supervising Officer.
- (j) The Contractor will segregate collected bulky waste at the point of transfer as required by the Supervising Officer in conjunction with KCC to facilitate the re-use and recycling of bulky waste.

2.7 Clinical Waste Collection

2.7.1 Objective Requirement

- (a) The Contractor is required to provide a clinical waste collection service within the FHDC and DDC Administrative Areas to Households on request from a district nurse or other medical professional and undertaken at the specified frequency.
- (b) The designated transfer locations for Clinical waste items are as follows:

DDC: Whitfield HWRC, Honeywood Road, Whitfield, Dover, CT16 3EH.

FHDC: Ashford Waste Transfer Station, Cobbs Wood Industrial Estate, Brunswick Road, Ashford.
- (c) The numbers of scheduled and Ad Hoc Clinical Waste Collections are detailed in the table below:

Collection Type	DDC	FHDC	TOTAL
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Note: A list of households receiving a clinical waste collection is included an Contract Data Disc Ref: DDCFHDC 2020

2.7.2 Containers

- (a) The Contractor is required to supply replacement purpose-designed yellow sacks/receptacles to households at the time of collection.
- (b) The Contractor is required to provide 50l or appropriately sized containers to the Pharmacy to assist in the collection and storage of sharps boxes.
- (c) The Contractor will be paid for the supply and delivery of sacks to Householders and containers to Pharmacies in accordance with Bill of Quantity Rates. The CSMS must facilitate recording of clinical waste bag deliveries detailing date of request, date of delivery, property address, number and type of container supplied.

2.7.3 General Requirements for Collections

- (a) The Contractor is required to provide online reporting functionality through the CSMS that enables the Council to generate Clinical waste performance reports detailing:
 - (i) Calls received.
 - (ii) Bookings made.
 - (iii) Bookings Completed.
 - (iv) Bookings Not Completed because Householder not present.
 - (v) Bookings not Completed other.
- (b) The Contractor shall abide by all reasonable requests of the occupier of the premises relating to arrangements for storage and point collection of Clinical and/or sharps waste.
- (c) The Contractor shall be discreet as possible, whilst collecting Clinical Waste, ensuring that the service is provided in a manner which is sensitive to the needs of service recipients.
- (d) The Contractor shall immediately notify the Supervising Officer via the CSMS of any collections that are cancelled or cease to be left out for collection.
- (e) Clinical Waste shall be collected strictly in accordance with the "Safe Collection of Clinical Waste" and "The Duty of Care – A Code of Practice".
- (f) Clinical Waste collections shall be made separately from any other collections and the two waste streams kept apart for disposal using a separate vehicle which shall not be used to carry any other material or waste whilst engaged in the collection and transportation of Clinical Waste.
- (g) FHDC and DDC also operate a Household Sharps Box collection service from participating local pharmacies. The Contractor is required to provide for the

collection of Household used sharps boxes from [REDACTED] Pharmacy collection points across the two districts.

- (h) Collections are made on request from the pharmacy and will be collected by the Contractor on instruction from the Supervising Officer in accordance with the Specification. Occasionally collections are undertaken from Households that cannot access a pharmacy. The Contractor must provide for the collection from each pharmacy on a request basis but should as a minimum undertake a collection monthly.
- (i) Clinical Waste collections from premises other than Households or Sharps Boxes from pharmacies shall not form part of the Contract but the Contractor shall be permitted to use the vehicle provided for the purposes of the Agreement to collect other clinical waste but not at the same time as it is being used for clinical waste collections forming part of the Contract. Council collections must be collected separately and have a clear audit trail from point of collection to point of disposal. All disposal costs arising from non-contract collections must be borne by the Contractors. A clearly identifiable audit trail in respect of contract and non-contract clinical waste must be supplied if requested by the Supervising Officer.

2.8 Bin Supply and Delivery

2.8.1 Objective Requirement

- (a) The Contractor is responsible for the supply and delivery of all types of waste service containers across the two Districts, including:
 - (i) Residual Waste/Recycling and Garden Waste wheeled bins.
 - (ii) Paper and Card Boxes/Bags.
 - (iii) Internal and External Food Waste Containers.
 - (iv) Reuseable Garden Waste Bags.
 - (v) Clinical Waste Sacks and Containers.
- (b) The Contractor must carry sufficient stock to facilitate the delivery of containers to householders within ten (10) working days of the request from the Householder.
- (c) The Supply and delivery will be undertaken at Bill of Quantity Rates.
- (d) A schedule detailing the types of containers and the reason for their replacement is provided for DDC and FHDC in the Contract Data File DDCFHDC2020.

3. STREET CLEANSING REQUIREMENTS

3.1 Objective Requirement

- 3.1.1 The Contractor is required to provide Street Cleansing Services within the FHDC and DDC Administrative Areas. Street Cleansing Services must reflect the differing needs and priorities of FHDC and DDC. Services, which are flexible enough to develop in line with the strategic visions and seasonal demands of both districts and meet the legal requirements of the authority's as Principal Litter Authorities.

- 3.1.2 The DDC Vision statement is 'Securing a prosperous future for the Dover district, which will be a place where people want to live, work, invest and visit' and detailed within DDC's Corporate Plan.
- 3.1.3 The FHDC Corporate plan has a clear commitment to 'Appearance Matters' and provide a clean and attractive environment.
- 3.1.4 The Contractor is required to achieve or improve on the standards set out in the Code of Practice on Litter and Refuse, issued under Section 89 of the Environmental Protection Act 1990 and subsequent amendments.
- 3.1.5 The Contractor is required to provide for the following Street Cleansing Services as defined within the FHDC and DDC Administrative Areas:
- (a) Street Cleansing of all highway areas.
 - (b) Cleansing of all public footpaths and bridle ways.
 - (c) Removal of large fly-tips from private highway as directed by the Supervising Officer.
 - (d) Litter picking and removal of fly-tips, from currently unadopted highway.
 - (e) Cleansing of promenades, foreshores and beach areas.
 - (f) Cleansing of public car parks.
 - (g) Cleansing of specified Parks, open spaces and relevant housing land including flower beds, grass verges and water features.
 - (h) emergency Cleansing of roads, relevant land, beaches following spillages or an accident, including removal of debris, animal carcasses and the provision and the spreading of sand and/or chemical alternative.
 - (i) emptying of all litter and dog bins within the districts including the supply and replacement of disposable liners where applicable.
 - (j) removal of Fly tips (including small amounts of hazardous waste) within the district.
 - (k) Cleansing of Council bus shelters.
 - (l) Cleansing of the banking of watercourses and retrieval of litter items from the river where safely achievable.
 - (m) provision of staff resources in the event of an emergency / incident requiring support by FHDC and DDC.
 - (n) removal of graffiti.
 - (o) removal of fly posting.
 - (p) chewing gum removal and staining.

3.2 Definition of terms

- 3.2.1 In this Specification the term "**Public Highways**" shall include:

- (a) street, road or pedestrian area including the carriageway, the adjoining footways, roundabouts, service roads, cycle tracks, drainage channels, the adjoining verges, central reservations, paved areas and bus shelters;
- (b) separate footpaths, alleyways, cycleways and adjoining verges and drainage channels where provided;
- (c) some private and currently unadopted highway as specified.

3.2.2 In this Specification the terms "**Clean**", "**Cleaning**", "**Cleanse**" and "**Cleansing**" shall where the context so admits include:

- (a) the removal and disposal of litter, debris, detritus, mud, weeds and grass, loose chippings, animal carcasses, human/animal fouling, accident debris, sharps, oil and other deposits;
- (b) the removal and disposal of leaf and blossom fall;
- (c) the removal and disposal of deposits arising from fly tipping.

3.3 Overall Requirement

- 3.3.1 The Contractor is required to undertake the Street Cleansing Services specified at 3.1 to ensure that the public areas covered by the Agreement are maintained to the standards of cleanliness detailed below.
- 3.3.2 The Contractor is also required to undertake the emptying and cleansing of litter bins and dog faeces bins and to remove all collected material to an authorised disposal site.
- 3.3.3 The Contractor will deliver the Street Cleansing Arisings to the designated transfer stations listed below as advised by the Supervising Officer and facilitated by KCC and within the Sites' stated opening times. At the time of writing the designated Sites and opening times are as follows:

Location	Hours of Access
Dover Street Cleansing: <i>Subject to completion of standstill period</i> Thanet Waste Services Richborough Hall Waste Transfer and Recycling Centre, Ramsgate Road, Sandwich, Kent, CT13 9NW.	<p>The Site must be open continuously for the reception of Waste throughout the following opening hours (as a minimum):</p> <ul style="list-style-type: none"> (a) 07:00 to 17:00 hours Monday to Friday, including Public Bank Holidays in England & Wales (the only exception being Christmas Day and Boxing Day – for the avoidance of doubt opening hours on Christmas Eve and New Year's Eve where these fall on a Monday to Friday will be 07:00 to 17:00 hours unless otherwise agreed by the authority); (b) 07:00 to 13:00 hours on Saturday; (c) By exception and with advance notice from the Council: 07:00 to 17:00 on occasional Saturdays following a Public and Bank Holiday to meet any exceptional service demands; (d) By exception and with advance notice from the Council: 07:00 to 17:00 on Saturdays prior to the Christmas/New Year holidays; and

Location	Hours of Access
	(e) By exception and with the mutual agreement of both parties: the Site must be open on Boxing Day.
Dover Street Sweeping Arisings within the locality of Whitfield HWRC: Whitfield HWRC, Honeywood Road, Whitfield, Dover, CT16 3EH.	(a) Monday to Saturday: 8am to 4:30pm (b) Sunday and bank holidays: 9am to 4pm (c) Closed: Christmas Day, Boxing Day and New Year's Day.
FHDC Street Cleansing: Ashford Waste Transfer Station, Cobbs Wood Industrial Estate, Brunswick Road, Ashford or an alternative within the locality.	The Facility must be open continuously for the reception of Contract Waste as a minimum throughout the following opening hours: (a) 07:00 to 17:00 hours Monday to Friday (including Public Bank Holidays in England & Wales, counting New Year's Day; the only exception being Christmas Day and Boxing Day); (b) 07:00 to 12:00 hours Saturday; (c) Following a Public Bank Holiday the Facility must be open for occasional Saturday afternoons up to 17:00 hours to meet any exceptional service demands. This would be agreed in advance with KCC's Contract Manager; (d) Exceptionally by agreement, the Facility must be open on Boxing Day.

If the Supervising Officer designates a site for any particular waste stream which is different to the usual destination Site for that waste stream, such designation shall be dealt with as a Council Change under Clause 14.1 unless it is a one-off or temporary redirection in which case the cost shall remain with the Contractor.

3.3.4 Agreement Standards

- (a) The Contractor is required to achieve the levels of cleanliness in accordance with those in the Environmental Protection Act 1990: Code of Practice on Litter and Refuse, and subsequent relevant legislation and guidance.
 - (i) For Litter and Refuse:

Grade	Level of Cleanliness
Grade A	No litter or refuse.
Grade B	Area predominantly free from litter and/or refuse apart from some small items such as cigarette ends, ring pulls etc.

Grade	Level of Cleanliness
Grade C	Widespread distribution of litter and/or refuse with minor accumulations of small items as Grade B and larger items including beverage containers, fast food packs, animal faeces etc.
Grade D	Area heavily littered by litter and/or refuse with small and large items with significant accumulations along boundaries.

(ii) For Detritus:

Grade	Level of Cleanliness
Grade A	No detritus
Grade B	Predominantly free of detritus except for some light scattering
Grade C	Widespread distribution of detritus with minor accumulations.
Grade D	Heavily affected by detritus with significant accumulations

Examples of areas littered to the above four levels are given in Environmental Protection Act 1990: Code of Practice on Litter and Refuse.

- (b) The Contractor shall Cleanse all areas covered by the Agreement so that they are Grade A standard. If a shortfall in the standard of Cleansing is noted, observed or reported then the Contractor shall Cleanse the areas as necessary, returning it to Grade A within the time limits set out in the table below, subject only to specified exceptions also set out at 3.3.4(e).
- (c) The Partner Authorities have zoned all the streets and areas covered by this Agreement as recommended within the Code of Practice, taking account of local priorities. The principal town centre areas have been placed in a special locally designated zone (Zone Z) within which enhanced performance standards apply as set out at 3.3.4(e) are required. The Contractor is required to resource these areas sufficiently to adhere to these enhanced performance standards.
- (d) Details of the zoned highways and areas for the FHDC and DDC Administrative Areas are provided in DDC FHDC Waste Contract Data File 2019. At zone boundaries the first twenty (20) metres of any side street adjoining a street in a different zone should be treated as being in the higher category.
- (e) The Contractor is required to monitor Cleansing performance daily and provide live update reports to the CSMS via handheld monitoring devices. Monitoring will also be undertaken by client officers and via public complaints both through the CSMS. Following notification of a shortfall in Cleansing standards, the time limits for the restoration of that street or area to Grade A are as follows:

If the standard has fallen to	Time limits within which the street must be restored to Grade A				
	Zone Z (Town Centre)	Zone 2a (High Intensity)	Zone 2b and U (Medium Intensity)	Zone 3 and 4 (Low Intensity)	Zone 4 (Special Circumstances)
Grade B	6 hours	Next Day	3 days	14 days	
Grade C	3 hours	6 hours	Next Day	7 days	14 days
Grade D	1 hour	3 hours	6 hours	3 days	

- (f) These rectification times will apply only within the permitted working time periods. The exceptions to the obligations imposed above are as follows:
- (i) when operations are suspended due to severe weather conditions.
 - (ii) when operations are suspended on Christmas Day.
- (g) The levels and standards of cleansing specified for each zone indicate that a person following immediately behind an operative of the Contractor engaged in Cleansing any area will expect to see a totally litter free surface cleansed to Grade A standards. It is recognised that the area will deteriorate to Grade B, C or D standards over a period of time dependent on the amount of litter produced by the public. The Contractor is required to fully comply with the times specified for restoration of any area to Grade A standards and therefore the frequency of cleansing shall be as necessary to achieve the levels and standards of cleanliness required by this Specification.

3.3.5 Extent of Contract Requirements:

- (a) The Contractor is required to maintain standards of cleanliness to the following locations and areas within the FHDC and DDC Administrative Areas;
- (i) Public Highways (including carriageways, splitter islands, roundabouts, central reservations and channels) and as specified on the accompanying supporting File Ref: DDC FHDC Contract Data 2019.
 - (ii) footways (including those isolated from adjacent carriageways by a grass verge).
 - (iii) footpaths.
 - (iv) alleys.
 - (v) lay-bys.
 - (vi) car parks and parking areas.

- (vii) forecourts.
 - (viii) precincts,
 - (ix) bus shelters, dog and litter bins.
 - (x) underpasses.
 - (xi) hard surfaces in parks, promenades, cemeteries, recreation areas.
 - (xii) housing estates and other public open spaces.
 - (xiii) grass verges to public highway.
 - (xiv) tree and shrub planters, flower beds.
 - (xv) Amenity Beaches and foreshores.
 - (xvi) specified rivers and ponds, excluding spawning season unless advised by the EA otherwise.
 - (xvii) footpaths leading to public conveniences.
 - (xviii) grassed areas in parks, cemeteries, recreation areas, housing estates, and other public open spaces.
 - (xix) Bring Bank sites.
 - (xx) Watercourses.
- (b) In addition to the above the Contractor is required to:
- (i) Undertake litter picking, detritus and removal of Fly Tips from on Unadopted Roads. These roads are to be treated in accordance with Zone 2B standards and response times.
 - (ii) Undertake the removal of fly tips in accordance with Bill of Quantity rates from private highway at the discretion of the Supervising Officer.

3.3.6 Mechanical Cleansing Operations

- (a) In order to ensure the effective clearance of detritus from the public highway the Contractor will be required to undertake mechanical cleansing of all public highways in accordance with the following defined minimum frequencies:
- (i) Zone Z: daily mechanical sweeping.
 - (ii) Zone 2a: daily inspection and mechanically swept as required.
 - (iii) Zone 2b: weekly inspection and mechanically swept as required.
 - (iv) Zone 3: monthly inspection and mechanically swept as required.
 - (v) Zone 4: quarterly inspection and mechanically swept as required.

3.3.7 The Contractor is required via its CSMS/Quality Management systems to record:

- (a) the location and results of inspections as they are undertaken.

- (b) track in real time mechanical sweepers whilst engaged in sweeping activities and provide summary tracking of mechanical sweeping undertaken.

3.4 General Requirements

3.4.1 Working Times

- (a) Normal permitted working hours shall be from 06:00 hours to 22:00 hours between 1 April (or Easter if earlier) and 30 September in the summer season. During the winter season 1 October to 31 March, permitted hours will be between 06:00 hours and 18:00 hours. The period from the relevant permitted finish time to 06:00 hours will be discounted for the purposes of assessing compliance with the levels of cleanliness required and for the restoration to required levels stated above. The only exception to this requirement is in Zone Z areas, should the level of cleanliness fall to Grade B or below during the period from the relevant finishing time to 06:00 hours the area shall be restored to Grade A by 08:00 hours.
- (b) In Zones 2a and 2b mechanical plant shall not be used before 07:00 hours or after 20:00 hours without the prior approval, in writing, of the Supervising Officer.
- (c) The Contractor is required to undertake Cleansing Services seven (7) days a week fifty two (52) weeks of the year with the exception of Christmas Day. The Contractor will however still provide emergency cover on Christmas Day.

3.4.2 Materials

The Contractor shall provide all materials, plant, tools and protective clothing for the maintenance and running of the Contract.

3.4.3 Exceptional Inclement Weather

- (a) If, in the opinion of the Contractor, the weather on any particular day or part of day is so inclement as to make work impracticable, then if agreed by the Supervising Officer, the Contractor may suspend the Street Cleansing Service for that day or part of a day. The Contractor will, however, be required to resume Cleansing as soon as possible and within the same working week where practicable attend to those areas omitted from the cleansing rounds as a result of the inclement weather. No additional payments will be made to the Contractor in respect of any additional expenses he may incur in complying with this requirement.
- (b) If services are suspended due to snow the Contractor may be required to use labour, which would otherwise have been used for this Contract, for the clearance of snow as directed in discussion with Kent Highway Services, at no additional cost to DDC and FHDC.

3.4.4 Traffic Safety and Pedestrian Safety

- (a) The Contractor shall carry out his operations generally in a safe and workmanlike manner, including the provision of advance warning signs, traffic lights and traffic barriers and cones where necessary, all in accordance with Chapter 8 of the Traffic Signs Manual. The Contractor is required to comply with the Good Industry Practice.
- (b) In carrying out Street Cleansing Service the Contractor shall take all reasonably practicable steps to minimise inconvenience or obstruction to traffic including pedestrians.

3.4.5 Disposal of street cleansing arisings

- (a) Any refuse, litter or other arising collated during the performance of the services will be disposed of at facilities designated by and strictly in accordance with the requirements of Kent County Council as the Waste Disposal Authority. Currently DDC arisings are tipped at Whitfield Transfer Site and FHDC arisings at Ashford Transfer site.
- (b) The Contractor shall provide for the temporary storage of street cleansing arisings over the weekend period and at other times when Disposal Authority facilities are not available. The Contractor will also provide for the transfer of these arisings to the appropriate waste transfer facility as soon as these facilities are available/reopened.

3.4.6 Unacceptable Methods

Methods of cleansing which would impair safe working arrangements or give rise to nuisance or damage to private or public property or inconvenience to the public are unacceptable. The Contractor shall, at the direction of the Supervising Officer, investigate all unacceptable methods reported to the Supervising Officer and take appropriate action to ensure it does not continue.

3.5 Highway

3.5.1 The Contractor shall include in his annual sums for the following work:

- (a) The cleansing of Highways summarised in the table at 3.4.2 and detailed on the accompanying specification data, in accordance with the standards set out at 3.2. For the avoidance of doubt this area also includes adjacent grass verges, tree and shrub planters, flower beds, footpaths, lay-bys, parking areas, forecourts; precinct areas, underpasses, housing estates and other public open spaces and pathways.
- (b) The keeping free of hard surfaces, and street furniture from litter, weeds, grass, moss and other growths at all times.
- (c) The removal of all collected material to an authorised disposal site.
- (d) To provide for appropriate traffic management in accordance with Chapter 8 requirements including high speed roads.

3.5.2 The tables below provide summaries of the linear meterage of Public Highway within each Administrative Area that the contractor is required to cleanse in accordance with the specified cleansing standards unless specifically detailed otherwise. The figure given is simply the length of road and qualified bidders must adjust these for carriage way and pavement widths, front and back lines etc.). Contractors should note that the U classification used in the FHDC table below identifies lengths of unadopted roads. The Contractor is required to undertake litter picking, mechanical sweeping and the removal of fly tips from these unadopted roads and to meet standards and response times for 2b Zoning.

EPA Zone

Note: Centre Line distances only provided.

(b) DDC Footpaths, Alleys and Bridleways

Note: Centre Line distances only provided.

(c) FHDC Highways

FHDC Road Lengths and Zoning	
[REDACTED]	[REDACTED]

Note: Centre Line distances only provided.

Note: Detailed lists of the Highways/Footpaths/Bridleways in the DDC and FHDC Administrative Areas, including the zone designation and lengths are included on the file ref: DDCFHDC Contract Data File 2020.

3.5.3 Areas Adjacent to the Highway

In addition to the above, and for the purpose of clarity, within both FHDC and DDC there are areas of pathways and open space which are adjacent to the Highway that the Contractor is required to cleanse as noted in 3.5.1.

- (a) DDC: Footpaths/Alleys and Bridleways are shown in a separate table
 - (b) FHDC: are included within the Highway Data detailed within the Contract File: DDCFHDC Contract Data 2020 Road Lengths and Zoning Tab Streets P2A, P2B, P3-4.
 - (c) These areas are to be cleansed in accordance with the standards applicable to the adjacent Highway. Where two differing highway standards abut a single green area the contractor is required to cleanse to the higher of the two standards. The Contractor should note that whilst this detailed information is not available for DDC the Contractor is required to undertake the cleansing of grass verges, tree and shrub planters, flower beds, pathways and footpaths, laybys, parking areas, forecourts; precinct areas, underpasses, housing estates and other public open spaces within its Overarching Cleansing and Highway Cleansing responsibilities.
- 3.5.4 The Contractor is required to Cleanse the drainage channels to roundabouts, central reservations, traffic islands and the approaches to traffic islands to the levels and standards of cleanliness required for the highest relevant zone.
- 3.5.5 Consideration should be given to the provision and setting out of signage to facilitate cleansing in accordance with best practice, Waste Industry Safety and Health (WISH) guidance, etc.
- 3.5.6 Some streets in the Administrative Areas are regularly parked with cars which can cause difficulties in thoroughly cleansing the edges of the carriageways. The Contractor will, however, be expected to thoroughly cleanse such streets by:
- (a) using any special equipment necessary;
 - (b) arranging temporary suspension of parking; and

- (c) working with the Supervising Officer and Highways Agency to ensure street cleansing standards are met.
- 3.5.7 The Contractor is required to undertake cleansing operations on the A20 but is not required to undertake cleansing of the M20 Motorway from the junction east of the Round Hill tunnels or the lengths of Highway identified within the Highways tab of the DDCFHDC Contract Data File 2020.
- 3.5.8 High-Speed Roads, laybys and Litter bins**
- (a) The Contractor is required to undertake cleansing services as part of this Contract on high-speed roads and shall be responsible for ensuring traffic management regulations have been complied with and appropriate precautions have been implemented to protect staff and the public.
 - (b) All staff engaged on High Speed Road cleansing must have been suitably trained and qualified. Method Statements and Risk Assessments must have been undertaken in advance of all high-speed road activities to ensure tailored precautions are implemented for the area of activity.
 - (c) All High-Speed Roads will be cleansed at least twice annually once between 15 March and 15 April and once between 15 September and 15 October or as agreed with the Supervising Officer. Additional cleansing may be required and will be undertaken in accordance with Bill of Quantity rates.
 - (d) The Contractor should provide a High-Speed Road Cleansing programme as part of the Annual Service Review detailing when the designated roads are programmed for cleaning.
 - (e) All High-Speed Road Laybys including the slip in and out will however be treated in accordance with Zone 2b response times as set out below:
 - (i) Grade B - Restored to Grade A within 3 days.
 - (ii) Grade C - Restored to Grade A next day.
 - (iii) Grade D - Restored to Grade A within 6 hours
 - (f) All High-Speed Road Litter bins will be serviced in accordance with the standards detailed at 3.10 in respect of all Litter Bins.

3.6 Car Parks

- 3.6.1 The Contractor shall include in his annual sums for the following work:
- (a) the cleansing of car parks summarised in the table at 3.5.2 and 3.5.3 and detailed on the accompanying specification data in accordance with the standards set out at 3.3;
 - (b) keeping hard surfaces in Car Parks free from weeds, grass, moss and other growths at all times;
 - (c) the removal of all collected material to an authorised disposal site.
- 3.6.2 The table below details the extent of the DDC and FHDC Administrative Area Car Park areas included within the contractors cleansing responsibilities and the relevant zoning designation:

Car Parks					
Area	Zone				Total
	Z	2a	2b	3	

Note: Tables details area in metres squared.

Note: Detailed lists of the Car Parks in the DDC and FHDC Areas, including the zone designation and area are included on the file ref: DDCFHDC Contract Data File 2020

3.7 Beaches

- 3.7.1 The Contractor is required to undertake the Cleansing of all beaches identified in 3.7.2 in accordance with the specified designation and accompanying standards.

3.7.2 Designation of Beaches - The following beaches are designated Amenity Beaches for the purpose of the Environmental Protection Act 1990 and are to be cleansed in accordance with the standards set out below.

DDC Amenity Beaches and Foreshore:

Note: Tables details area in metres squared.

DDC Non Amenity Beaches:

DDC Non - Amenity Beaches		

FHDC Amenity Beaches:

Type	FHDC Amenity Beaches	Area

Note: Tables details area in metres squared.

FHDC Non Amenity Beaches:

Type	FHDC Non Amenity Beaches	Area

Note: Detailed lists of the Amenity Beaches in the DDC and FHDC Administrative Areas, including the zone designation area are included on the file ref: DDCFHDC Contract Data File 2020

- 3.7.3 The cleanliness standard and response time throughout the year for all the above **Amenity** beaches, which will be treated as **Zone 5a**, are as follows:

Grade B - Restored to Grade A within 3 days.

Grade C - Restored to Grade A next day.

Grade D - Restored to Grade A within 6 hours

- 3.7.4 The cleanliness standard and response time for **Other** beaches which will be treated as **Zone 5b**, are as follows:

- (a) From Good Friday to 30 September:

Grade B - Restored to Grade A within 14 days.

Grade C - Restored to Grade A within 7 days.

Grade D - Restored to Grade A within 3 days.

- (b) From 1 October up to but not including Good Fridays:

Grade B - Restored to Grade A within 60 days.

Grade C - Restored to Grade A within 30 days.

Grade D - Restored to Grade A within 14 days.

3.7.5 The Contractor is required to:

- (a) undertake by mechanical or other means the Cleansing of beaches listed above to remove litter, debris, detritus, animal carcasses, animal/human fouling and other deposits;
- (b) remove small quantities of oil, hazardous substances or any other pollution from amenity beaches and foreshores by whatever method approved by the Supervising Officer;
- (c) remove all collected material to the designated disposal site.

3.7.6 For the purpose of clarity foreshore areas, **other than East Cliff (FHDC amenity beach)**, are those areas on and between mean highwater mark and the cliff face and include the beach, sea walls or promenades and all access-ways and steps to the cliff top, or nearest public footpath or highway.

3.7.7 Where the mean highwater mark is the face of the cliff, sea wall or promenade, then the contractor, where it is safe to do so, is required to remove litter from the base of the cliff, seawall or promenade.

3.7.8 The definition of foreshore for East Cliff/Sunny Sands (**FHDC amenity beach**) shall include the area from the sea wall to the mean low water mark. The contractor is required to remove litter from beach, seawall, and promenade and where practicable to schedule beach cleansing to take advantage of the low tide.

3.7.9 The removal of seaweed does not form part of the Service but the Contractor is required to remove all litter and manmade items from seaweed deposits at high water mark.

3.7.10 The Contractor is required to as a minimum to remove all litter, refuse and other debris from Amenity beaches along the high tide line daily at a suitable time during a falling tide between Good Friday and 30 September. This applies to items or materials originating from discharges directly to the Marine Environment as well as items discarded by beach users.

3.8 Parks, Cemeteries and Open Spaces

3.8.1 The Contractor is required to:

- (a) cleanse all areas (as summarised in table 3.8.2 and 3.8.3 and accompanying detailed listings) in accordance with the standards at 3.3.
- (b) remove all collected material to the designated disposal site.

3.8.2 The table below details the extent of the park areas and open space within DDC Administrative Area included within the Contractors Cleansing responsibilities and the zoning designation.

DDC Parks and Openspaces						
Area	Zone					Total
	Z	2a	2b	3	4	

Note: Tables details area in metres squared.

- 3.8.3 The table below details the extent of the park areas and open space within the FHDC Administrative Area included within the Contractors Cleansing responsibilities and the zoning designation:

FHDC Parks and Openspace						
Area	Zone					Total
	Z	2A	2B	3	4	

Note: Tables details area in metres squared.

Note: Detailed list of the Parks and Openspaces in the DDC and FHDC Administrative Areas, including the zone designation and areas are included on the file ref: DDC FHDC Contract Data File 2019

- 3.8.4 The Contractor should note that other Contractors are employed by the Partner Authorities in the above areas and these Contractors will be carrying out litter picking prior to certain operations such as grass cutting or work on shrub or rose beds.
- 3.8.5 Parks, cemeteries and open spaces included within this Agreement include all amenity grass areas, horticultural features, walkways, shelters, open sports area etc. with the exception of the following parks which are to be cleansed by others:

DDC:

- (a) Connaught Park
- (b) Russell Gardens/Bushy Ruff
- (c) Kearnsey Abbey

FHDC:

- (a) East Cliff (top area)
- (b) Coastal Park
- (c) Kingsnorth Gardens
- (d) Radnor Park Upper and Lower
- (e) Morehall Recreation Ground
- (f) Canterbury Road Recreation Ground

- (g) Cheriton Recreation
- (h) Christchurch Tower
- (i) Civic Centre
- (j) The Bayle Pond
- (k) Payers Park
- (l) Sections of Royal Military Canal
- (m) Spring Lane Cemetery
- (n) Cheriton Road Cemetery
- (o) St Martins Cemetery
- (p) Hawkinge Cemetery
- (q) Lydd Cemetery
- (r) New Romney Cemetery
- (s) Brenzett Cemetery

- 3.8.6 The Contractor is however still required to provide for the emptying of litter bins, collection and transfer of the litter arisings from the above identified parks/areas to the designated disposal facility. The Contractor is required to undertake collections sufficiently frequently as to prevent the storage facility/area from overflowing.
- 3.8.7 Cleansing operations to include for the removal of litter, debris, detritus, animal carcasses, animal/ human fouling, accident debris, sharps, oil and other deposits but excluding any floral tributes placed on graves.
- 3.8.8 The Contractor is required to undertake the occasional cleansing of The Leas Cliff banking and similar hard to access areas and a separate rate is to be included within the Bill of Quantities for such areas with special cleansing requirements.
- 3.8.9 The Contractor is also required to pick up and transfer to the designated disposal facility, waste collected by residents and voluntary groups who have undertaken an area clean up. Approximately fifty (50) requests are received annually at each district and the Contractor will be notified by the Supervising Officer of the collection arrangements.
- 3.8.10 The contractor is required to support neighbourhood ambassadors / caretakers / community groups who routinely work in the public realm to improve environmental conditions (or something similar).

3.9 Watercourses

- 3.9.1 The Contractor is required to undertake the Cleansing of the following areas and the removal of all collected material to the designated disposal facility:
 - (a) areas of the **River Dour** to be included;
 - (b) the pond by Buckland Mill (left hand side of the bridge);
 - (c) Buckland Bridge area (by car park, right hand side of bridge);

- (d) either side of Lorne Road,;
- (e) whole length of the Barton Path;
- (f) whole length from where Park Place joins Ladywell to Castle Street;
- (g) Dolphin House to Bench Street Grills;
- (h) areas of the River Stour in Sandwich which falls within the Partner Authority's parks and open spaces, eg The Butts, Delf Stream and the Ropewalk;
- (i) The Royal Military Canal, Hythe Town centre between Twiss Road Bridge and Scanlon's Bridge, is to be fully cleansed as per specification. The remaining length of the Royal Military Canal requires litter bin emptying accessed via bridges or car parks.

3.9.2 All areas are to be treated as Zone 2b and are to be maintained to the standards of cleanliness and times for restoring to a clean condition be as set out below:

- (a) Grade A: no litter or refuse.
- (b) Grade B: predominantly free of litter except for light littering of small items.
- (c) Grade C: accumulations of litter or larger items, eg supermarket trolleys, car wheels, etc.
- (d) Grade D: significant accumulations of litter, bags of refuse and any debris on the screens at entrances to culverts, etc.

3.9.3 These areas are to be restored to Grade A standard within the following times:

- (a) Grade B: should be restored to Grade A within 3 days.
- (b) Grade C: should be restored to Grade A next day.
- (c) Grade D: should be restored to Grade A within 6 hours.

3.9.4 In addition to cleansing the areas surrounding the above whilst the Contractors staff are not expected to enter the watercourses they are required to use nets and long handled pickers to remove litter and waste from the water's edge where it is safe for them to do so.

3.10 Dog and Litter Bins

3.10.1 The numbers of **dog and litter bins** and their zoning in DDC is detailed in the table below:

Zoning	Litter	Dog	Total
Residential	10	10	20

Note: Detailed lists of the litter bin locations in DDC and FHDC Administrative Areas along with their zone designation is included on file ref: DDC FHDC Contract Data File 2019.

The numbers of **dog and litter bins** and their zoning in FHDC is detailed in the following table:

FHDC Litter and Dog Bin Summary

Note: Detailed lists of the litter bin locations in DDC and FHDC Administrative Areas along with their zone designation is included on file ref: DDC FHDC Contract Data File 2019

Litter Bins

- 3.10.2 The Contractor is required to empty each bin, remove any litter surrounding the bin after the bin has been emptied and transfer all waste to the designated disposal facility in accordance with the Environmental Protection Act 1990. The contractor is required to update CSMS data at the time of emptying identifying the bin, its location and any comments including requirements for repair/maintenance. The following standard descriptions will be applied to define the appropriate response times:

- (a) Category A - Empty litt.er bin.
 - (b) Category B - Any litter
 - (c) Category C - $\frac{1}{2}$ full.
 - (d) Category D - $\frac{3}{4}$ or more full.

- 3.10.3 The Contractor is required to restore these bins to grade A in the following times:**

- (a) If a bin reaches Grade D it must be returned to Grade A within 1 hour.
 - (b) If a bin reaches Grade C it must be returned to Grade A within 6 Hours.
 - (c) If a bin reaches Grade B it must be returned to Grade A within 7 days.

These standards apply to all bins for within the DDC and FHDC Administrative Areas as detailed within the supporting DDC FHDC Contract Data File.

- 3.10.4 The Contractor is required to ensure that litter bins are serviced sufficiently frequently to prevent them ever becoming full and overflowing.
- 3.10.5 The Contractor is required to supply and install disposable liners to each bin on emptying.
- 3.10.6 The Contractor is required to wash and disinfect all bins twice a year, once during the period 1 March to 30 April and once again during period 1 September to 30 October. The Contractor is required to provide a cleaning schedule in advance of each periodic wash identifying the date each bin is to be washed and a daily summary, preferably via the Contractors CSMS, during the cleaning period confirming which bins have been cleaned that day.

Dog Faeces Bins

- 3.10.7 The Contractor is required to:
 - (a) Empty each bin and dispose of all contents to the designated transfer facility.
 - (b) Empty each bin as frequently as necessary to prevent the bin from becoming full but as a minimum of three (3) times per week.
 - (c) Supply and install disposable liners to each bin on each visit.
 - (d) Wash and disinfect the inside and outside of each bin quarterly and as necessary in intervening periods to ensure the bins are in a safe and clean condition for public use. The disinfectant to be supplied and used by the contractor should be of a type that will not harm any surrounding grass areas or other vegetation.
 - (e) Update CSMS data at the time of emptying and cleansing, identifying the bin, its location and any comments including requirements for repair/maintenance.

Litter and Dog Bins

- 3.10.8 The Contractor should note that some litter and dog bins are contained in lockable containers. The keys to the containers will be handed to Contractor on commencement of the service by the Supervising Officer. The Contractor shall include in his price for litter and dog bins the unlocking and locking of containers on each visit and the servicing of the lock, hinges and other moving parts to the container.
- 3.10.9 FHDC and DDC may decide to install additional litter and dog bins at any location and the Contractor will be required to carry out the above operations to these additional bins. Payment for work in relation to additional or reduced bins will be at the rate stated in the Bill of Quantities.
- 3.10.10 The Contractor is required to notify the Council of all damaged or defective litter and dog bins via the Contractors CSMS daily and submit to the Supervising Officer a summary report once per month of outstanding damaged or defective bins throughout the Contract Period.

3.11 Compactor Litter Bins

- 3.11.1 The Councils have compactor litter bins at the following locations:

- (a) DDC

DDC Big Belly Compactor Locations

1	Beach Street Deal opposite King Street
2	Beach Street Deal opposite 61
3	Beach Street Deal opposite 49
4	Beach Street Deal opposite 2
5	The Strand Walmer by the Bus Stop opposite 49
6	The Strand Walmer (grassed area) opposite 38 by PROW ED26
7	On the Quay opposite Bell Lane, Sandwich
8	On the Quay adjacent toilets, Sandwich
9	On the Quay grassed area near children playground, Sandwich

(b) FHDC

There are currently no Big Belly Bins within FHDC but this is being reviewed and the contractor is required to include within the Bill of quantities for the supply and delivery to location additional big belly bins.

- 3.11.2 The Contractor is required to ensure that Compactor Bins are emptied sufficiently to prevent them becoming full or when notified by the bins telemetry systems. The contractor is required to provide replacement bin liners at the time of emptying.
- 3.11.3 With the exception of emptying standards and response time and the provision of bin liners, all other requirements relating to Litter Bins apply equally to Compactor Litter Bins.
- 3.11.4 Contractors should be aware that emptying frequencies vary hugely over the year. During winter months bins may not need emptying for a month or more. During the summer some bins particularly during the carnival period will need emptying 3 - 4 times a day or more.

3.12 On Street Recycling Litter Bins

- 3.12.1 The Contractor is required to provide collections from recycling litter bins and transfer the arisings to the designated recycling waste transfer facility. The number of recycling litter bins in each District is detailed below:

	DDC	FHDC	Total
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Detailed lists of the recycling litter bin locations in FHDC and DDC Administrative Areas are included on file ref: DDC FHDC Contract Data File 2020

- 3.12.2 These bins provide for the recycling of paper and card in one section and tins/cans in the other. The Contractor is required to:
 - (a) Take reasonable endeavours to identify waste that is not within the material acceptance criteria for recycling.
 - (b) Take reasonable endeavours to segregate recyclable waste from contaminated waste.
 - (c) Transfer recyclable waste to the appropriate transfer point.
 - (d) Transfer contaminants to the designated disposal facility.
 - (e) Provide a monthly report of Contamination levels and tonnage collected

- 3.12.3 The Contractor is required to ensure these bins are emptied in accordance with the standards and response time for litter bins as detailed at 3.11.1 and 3.11.2.
- 3.12.4 All requirements relating to Litter Bins apply equally to Litter Recycling Bins. The provision of additional recycling bins will be at the rate stated in the Bill of Quantities.

3.13 Bus, Park and Seafront Shelters

- 3.13.1 The Contractor is required to:
 - (a) Cleanse around all shelters including those owned by agencies such as Adshel and Addspace 2000 within FHDC and DDC Administrative Areas;
 - (b) Cleanse the glazing of all shelters owned by DDC and FHDC authorities on a monthly cycle FHDC and DDC Administrative Areas;
 - (c) Cleanse the inside of all DDC and FHDC owned shelters monthly within FHDC and DDC Administrative Areas;
 - (d) Update the CSMS when shelter cleansing has been completed.

Note 1: For the purpose of Cleansing the standards required will be those that apply to the particular zone in which the shelter is located.

Note 2: The removal of graffiti and fly posting from all DDC and FHDC owned shelters is allowed for elsewhere in the Agreement.

- 3.13.2 The table below provide a summary of the council owned shelters in DDC:

DDC Shelter Summary	
Shelter Type	Count
Public Transport	10
Seafront	10
Park	10
Total	30

- 3.13.3 The table below provides a summary of the Council owned shelters in FHDC:

FHDC Shelter Summary	
Shelter Type	Count
Public Transport	10
Seafront	10
Park	10
Total	30

Detailed lists of the Shelter locations in FHDC and DDC Administrative Areas are included on file ref: DDC FHDC Contract Data File 2019

3.14 Gullies

- 3.14.1 The Contractor is required to ensure that all gully gratings on Public Highways and car parks are not blocked with refuse, fallen leaves, weeds and blossoms, or any other matter as part of his normal cleansing duties.
- 3.14.2 The Cleaning, flushing out etc. of gullies on a public highway is not included as part of this Contract. When Gullies are found to be blocked even after the grating has

been cleared, or in need of repair, the Contractor should report the issue using the CSMS identifying the location of the gully and details of problem identified.

3.15 Leaf and Blossom Fall

- 3.15.1 The Contractor is required to undertake the collection and disposal of leaf and blossom fall within the DDC and FHDC Administrative Areas.
- 3.15.2 The contractor should submit an Annual Leafing and Blossom Fall Plan by 31 March each year with the first one being required on 31 March 2021. The plan should detail what resources are being deployed to respond to Leaf and Blossom Fall and must address issues across the Administrative Areas but must in particular address the High Priority Roads detailed in the DDC FHDC Contract Data File.
- 3.15.3 Fallen leaves and blossom shall be classified as litter as follows:

(a) Leaf Fall Priority Roads, Zones Z and 2a

Fallen leaves and blossom shall be treated as litter for the purposes of assessing the grade of littering of all areas categorised as Zone Z or Zone 2a or on the Leaf Fall Priority List included on Contract data file ref: DDC FHDC Contract Data File 2019. This is to include both highways and open spaces with the exception of amenity grassed areas.

(b) All other Zones

In all Zones except Z and 2a and excluding Leaf Fall Priority Roads, fallen leaves and blossom shall be excluded for the purposes of assessing the grade of littering but cleared from all paved surfaces within seven (7) days of a service request.

3.16 Dead Animals

- 3.16.1 The Contractor is required within Contract sums to undertake the collection of dead animals from the Public Highway, Car parks, areas of openspace and beaches. In 2019 the number of dead animals reported was as follows:

Dead Animal Reports by Zone in 2019	DDC	FHDC	Total
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

- 3.16.2 The types of dead animals typically collected from roads are: dogs, cats, foxes, badgers and the occasional sheep. With regards marine life in total for the two district there are circa eight (8) marine animal deaths per annum typically porpoises up to 1.5m. The contractor is not responsible for any treatment and disposal costs.

- 3.16.3 Domestic animals should be returned to the depot and scanned by the Contractor for owner details. (Scanner to be supplied and maintained by the Contractor). If owner details are found then the animal should be stored in a freezer whilst attempts are made to contact the owner.
- 3.16.4 The Contractor is required to store all dead animals collected in a freezer until taken by the contractor for clinical waste disposal to the designated clinical waste treatment site. The Contractor is responsible for completing all appropriate permit requirements and waste transfer documentation in respect of dead animals but is not responsible for the cost of disposal.
- 3.16.5 The above does not apply to large dead marine animals found on the beach or dead farm animals found on the Highway and associated cleansing areas. These will be dealt with under Bill of Quantity hour/day rates as applicable.

4. OTHER SERVICES

4.1 Illegally Dumped Rubbish (Fly Tipping)

- 4.1.1 The Contractor is required to remove all illegally dumped rubbish occurring within Zones Z, 2a, and 2b at no additional charge. Removal of Fly tips from these areas must be achieved within 24 hours of notification of the Contractors notification. In 2019 the number of reported fly tips by Zone was as follows:

Fly Tips by Zone in 2019	DDC	PHDC	Total
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

- 4.1.2 The Contractor shall also be required to remove all fly tipped arisings of less than 1m³ in volume from all Zones.
- 4.1.3 The Contractor is required to remove fly tipped arisings, comprising of items in excess of 1m³ in volume, outside of zones Z, 2A and 2B in accordance with the schedule of rates set out in the Bill of Quantities. This may require the use of a hi ab vehicle. Removal of Fly tips from these areas must be achieved within three (3) days of the Contractors notification.
- 4.1.4 With regards the removal of fly tipped hazardous waste or unidentified/ identified chemicals the Council can assist in the identification of unknown chemicals but the contractor will be obliged to remove anything that is not a risk. KCC will provide the disposal outlet.
- 4.1.5 The Contractor is required to remove fly tips from Private Roads in accordance with the Supervising Officers instructions and Bill of Quantity rates.

- 4.1.6 The Contractor is responsible for completing all appropriate waste transfer documentation in respect of illegally dumped rubbish but is not responsible for the cost of disposal.

4.2 Street and Pedestrian Area Washing

- 4.2.1 The Contractor is to provide the following services as and when required in accordance with the schedule of rates contained within the Bill of Quantities:
- (a) washing of underpasses including ceilings, walls and steps.
 - (b) washing of pavement areas.
- 4.2.2 In providing rates for these services the Contractor is required to:
- (a) provide all appropriate signage and barrier provision required to maintain a safe working site for operatives and members of the public.
 - (b) remove all litter and debris prior to and after cleansing.
 - (c) provide all appropriate equipment necessary for the task including PPE.
 - (d) provide water and cleaning agents.
- 4.2.3 The Contractor must seek approval from the Supervising Officer for the type of Cleansing Agents to be used.
- 4.2.4 Street Washing shall generally be undertaken within seven (7)days of notification by the Supervising Officer unless the washing is required urgently in which case it shall be removed within twenty four (24) hours of notification by the Supervising Officer.

4.3 Emergency Services

- 4.3.1 The Contractor shall provide an emergency service, twenty-four hours a day, seven days a week to deal with emergencies resulting from road traffic accidents, accidental spillages, removal of dead animals and any other emergency that may arise. The service must be available to respond to the emergency within thirty (30) minutes of notification by the Supervising Officer.
- 4.3.2 The Contractor is also required to assist the DDC and FHDC in responding to the aftereffects of incidents such as, but not limited to flooding, storms, accidental spillages and traffic incidents. The Contractor is required to maintain a minimum stock of one hundred (100) filled sandbags that can be deployed in accordance with the Supervising Officer's instruction.
- 4.3.3 The Contractor is required to remove shingle and debris from streets, promenades and maintenance gangways within standard Street Cleansing Services, however where substantial quantities of shingle are driven onto these areas, bill of quantity rates will be applied at the discretion of the Supervising Officer.
- 4.3.4 Payment for emergency services provided will be in accordance with the rates set out in the Bill of Quantities. Where staff are prevented from undertaking their normal duties because of emergency conditions and are re-deployed to assist in an emergency (eg street cleansing staff re-deployed to undertake snow clearance) then no additional payment will be due.
- 4.3.5 Other emergency service situations requiring the assistance of the contractor are detailed below. These are not exhaustive or exclusive merely indicative:

- (a) dealing with the aftereffects of snow and ice, ie loose grit disturbed or frost damaged surfacing etc.
- (b) additional sweeping after surface dressing of carriageways.
- (c) removal of oil, hazardous substances or any other pollution from all beaches and foreshores by whatever method approved by the Supervising Officer.
- (d) Where request, removal of mud from development sites.
- (e) These will be undertaken within Street Cleansing Services unless in the view of the Supervising Officer they are exceptional occurrences when Bill of Quantities rates will be applied.

4.4 Regular and Special Events

- 4.4.1 The Contractor is required as part of Street Cleansing Services to Cleanse streets in a timely manner and empty litter bins to avoid them overflowing in areas affected by regular events.
- 4.4.2 With regards Special Events in DDC any additional litter bin provision or staffing instructed by the Council will be agreed in advance and charged in accordance with Bill of Quantity rates.
- 4.4.3 With regards Special Events in FHDC contractors are required to respond to Special Events in the same way as they would respond to a sunny weekend and ensure they have the resources in place to maintain cleansing standards across the contract area, but particularly on access and egress routes and high-profile tourist areas before, during and after the event.
- 4.4.4 Contractors should note that the organisers of events are generally responsible for the cleansing within the immediate area of the event at the time of the event.
- 4.4.5 Special Events in **FHDC** include the following:

FHDC	When	Requirements

4.5 Graffiti Removal

- 4.5.1 The Contractor is required to remove all graffiti in Zone Z areas, in the course of daily cleansing service. This is to be included within the Contractors general cleansing rates and no additional payment will be made by the Councils.
- 4.5.2 Outside of Zone Z tags and small graffiti will be removed in the course of the daily cleansing service at no additional cost. However, notification should be made via CSMS of how many tags are cleared during the daily cleanse (or similar) and photographic evidence provided.
- 4.5.3 Outside of Zone Z areas graffiti shall be removed from the exterior of all public buildings, bus shelters other than Adshelters and Adspace 2000shelters in open areas such as parks, promenades, seats, street furniture, foreshores etc., street name plates and direction and information signs in any open area, walls and fences in any open area, the exterior of public conveniences, the interior and exterior of multi-storey car parks and generally any surface not part of a private residence or

business. Payment for this work will be made at an hourly rate, as contained within the Bill of Quantities.

- 4.5.4 Graffiti shall generally be removed within twenty four (24) hours of notification by the Supervising Officer unless the graffiti is considered offensive in which case it shall be removed within four (4) hours of notification by the Supervising Officer. Completed tasks should be recorded in real time via the CSMS.

- 4.5.5 The number of Graffiti reports in 2019 by Zone was as follows:

Graffiti Reports by Zone in 2019	DDC	FHDC	Total
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Note: the number of reports of graffiti in Zone Z areas does not necessarily reflect the actual numbers as these are routinely removed as part of the service.

4.6 Fly posting

- 4.6.1 The Contractor is required to remove all unauthorised advertisements (fly posters) in Zone Z areas in the course of the daily cleansing service. This is included within the Contractors general cleansing rates and no additional payment will be made by the Councils.
- 4.6.2 Outside of Zone Z areas fly posting will be removed as instructed by the Supervising Officer. Payment for this work will be made at an hourly rate, as contained within the Bill of Quantities.

Notification of what is removed should be made via the CSMS to the supervising officer providing photographic evidence.

- 4.6.3 The number of flyposting incidents reported in 2019 was as follows:

Flyposting Reports by Zone in 2019	DDC	FHDC	Total
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Note: there is no record kept of flyposting reports in Zone Z as these are routinely removed.

4.7 Weeds and Grass

The Contractor is required to remove weeds and unwanted grass from all hard surfaces within Public Highways and car parks through the usual method of regular cleansing.